

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	0	atpco	EPO; JPO; DERWEN T	2003/03/31 10:06
2	BRS	L2	1	fare near3 summary	EPO; JPO; DERWEN T	2003/03/31 10:07 <i>considered</i>
3	BRS	L3	44	fare and travel and display	EPO; JPO; DERWEN T	2003/03/31 10:08 <i>considered</i>

### Status: Path 1 of [Dialog Information Services via Modem]

### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)  
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES

PLEASE LOGON:

\*\*\*\*\* HHHHHHHH SSSSSSSS?

### Status: Signing onto Dialog

\*\*\*\*\*

ENTER PASSWORD:

\*\*\*\*\* HHHHHHHH SSSSSSSS? \*\*\*\*\*

Welcome to DIALOG

### Status: Connected

Dialog level 02.12.60D

Last logoff: 27mar03 10:28:51

Logon file405 31mar03 10:32:07

\*\*\* ANNOUNCEMENT \*\*\*

\*\*\*

--File 515 D&B Dun's Electronic Business Directory is now online completely updated and redesigned. For details, see HELP NEWS 515.

\*\*\*

--File 990 - NewsRoom now contains October 2002 to present records.  
File 993 - NewsRoom archive contains 2002 records from January 2002-September 2002. To search all 2002 records, BEGIN 990,993 or B NEWS2002

\*\*\*

--Alerts have been enhanced to allow a single Alert profile to be stored and run against multiple files. Duplicate removal is available across files and for up to 12 months. The Alert may be run according to the file's update frequency or according to a custom calendar-based schedule. There are no additional prices for these enhanced features. See HELP ALERT for more information.

\*\*\*

--U.S. Patents Fulltext (File 654) has been redesigned with new search and display features. See HELP NEWS 654 for information.

\*\*\*

--Connect Time joins DialUnits as pricing options on Dialog. See HELP CONNECT for information.

\*\*\*

--CLAIMS/US Patents (Files 340,341, 942) have been enhanced with both application and grant publication level in a single record. See HELP NEWS 340 for information.

\*\*\*

--SourceOne patents are now delivered to your email inbox as PDF replacing TIFF delivery. See HELP SOURCE1 for more information.

\*\*\*

--Important news for public and academic libraries. See HELP LIBRARY for more information.

\*\*\*

--Important Notice to Freelance Authors--  
See HELP FREELANCE for more information

\*\*\*

For information about the access to file 43 please see Help News43.

\*\*\*

NEW FILES RELEASED

\*\*\*Dialog NewsRoom - Current 3-4 months (File 990)

\*\*\*Dialog NewsRoom - 2002 Archive (File 993)

\*\*\*Dialog NewsRoom - 2001 Archive (File 994)

\*\*\*Dialog NewsRoom - 2000 Archive (File 995)

\*\*\*TRADEMARKSCAN-Finland (File 679)

\*\*\*TRADEMARKSCAN-Norway (File 678)

\*\*\*TRADEMARKSCAN-Sweden (File 675)

\*\*\*

UPDATING RESUMED

\*\*\*Delphes European Business (File 481)

\*\*\*

RELOADED

\*\*\*D&B Dun's Electronic Business Directory (File 515)

\*\*\*U.S. Patents Fulltext 1976-current (File 654)

\*\*\*Population Demographics (File 581)

\*\*\*Kompas Western Europe (File 590)

\*\*\*D&B - Dun's Market Identifiers (File 516)

REMOVED

\*\*\*Chicago Tribune (File 632)

\*\*\*Fort Lauderdale Sun Sentinel (File 497)

\*\*\*The Orlando Sentinel (File 705)

\*\*\*Newport News Daily Press (File 747)

\*\*\*U.S. Patents Fulltext 1980-1989 (File 653)

\*\*\*TOXNET data is added to ToxFile (F156)

\*\*\*New document supplier\*\*\*

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<

>>> of new databases, price changes, etc. <<<

\*\*\*\*\*

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.

COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.

COREALL is set ON as an alias for COREFULL,COREABS.

SOFTFULL is set ON as an alias for 278,634,256.

EUROFULL is set ON as an alias for 348,349.

JAPOABS is set ON as an alias for 347.

HEALTHFULL is set ON as an alias for 442,149,43,444.

HEALTHABS is set ON as an alias for 5,73,151,155,34,434.

DRUGFULL is set ON as an alias for 455,129,130.

DRUGABS is set ON as an alias for 74,42.

INSURANCEFULL is set ON as an alias for 625,637.

INSURANCEABS is set ON as an alias for 169.

TRANSPORTFULL is set ON as an alias for 80,637.

TRANSPORTABS is set ON as an alias for 108,6,63.

ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.

INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.

BANKINGFULL is set ON as an alias for 625,268,626,267.

BANKINGABS is set ON as an alias for 139.

HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.

INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.

RESERVATIONALL is set ON as an alias for COREFULL, COREABS.

OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.

TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.

ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.

SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.

INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.

BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.

PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

FUNDSTALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.

\* \* \* \*

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

\*\*\* DIALOG HOMEBASE(SM) Main Menu \*\*\*

Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

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/H = Help

/L = Logoff

/NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).  
?b corefull, coreabs

```
>>>          77 does not exist
>>>1 of the specified files is not available
      31mar03 10:32:15 User242933 Session D151.1
          $0.00    0.179 DialUnits FileHomeBase
$0.00 Estimated cost FileHomeBase
$0.03 TELNET
$0.03 Estimated cost this search
$0.03 Estimated total session cost    0.179 DialUnits
```

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2003/Mar 29

(c) 2003 ProQuest Info&Learning

**\*File 15: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.**

File 9:Business & Industry(R) Jul/1994-2003/Mar 28

(c) 2003 Resp. DB Svcs.

File 623:Business Week 1985-2003/Mar 28

(c) 2003 The McGraw-Hill Companies Inc

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2003/Mar 28

(c) 2003 The Gale Group

File 624:McGraw-Hill Publications 1985-2003/Mar 28

(c) 2003 McGraw-Hill Co. Inc

File 636:Gale Group Newsletter DB(TM) 1987-2003/Mar 28

(c) 2003 The Gale Group

File 621:Gale Group New Prod. Annou.(R) 1985-2003/Mar 28

(c) 2003 The Gale Group

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2003/Mar 28

(c) 2003 The Gale Group

**\*File 16: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.**

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2003/Mar 28

(c) 2003 The Gale Group

**\*File 148: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.**

File 20:Dialog Global Reporter 1997-2003/Mar 31

(c) 2003 The Dialog Corp.

File 35:Dissertation Abs Online 1861-2003/Feb

(c) 2003 ProQuest Info&Learning

File 593:KOMPASS Central/Eastern Europe 2003/Jan

(c) 2003 KOMPASS Intl.

File 65:Inside Conferences 1993-2003/Mar W3

(c) 2003 BLDSC all rts. reserv.

File 2:INSPEC 1969-2003/Mar W4

(c) 2003 Institution of Electrical Engineers

**\*File 2: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**

File 233:Internet & Personal Comp. Abs. 1981-2003/Feb

(c) 2003 Info. Today Inc.

File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Feb  
(c) 2003 The HW Wilson Co.

File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02  
(c) 2001 THE NEW YORK TIMES

\*File 473: This file will not update after March 31, 2001.  
It will remain on Dialog as a closed file.

File 474:New York Times Abs 1969-2003/Mar 29  
(c) 2003 The New York Times

File 475:Wall Street Journal Abs 1973-2003/Mar 29  
(c) 2003 The New York Times

Set Items Description

---  
?s (airline or airfare) and (fare) and (rule or rules or restriction or restrictions) and (display or displays or screen)

Processed 10 of 22 files ...

Processing

Completed processing all files

835131	AIRLINE
25225	AIRFARE
278704	FARE
1187524	RULE
1732203	RULES
136511	RESTRICTION
611214	RESTRICTIONS
1382009	DISPLAY
622853	DISPLAYS
1153955	SCREEN
S1 1160	(AIRLINE OR AIRFARE) AND (FARE) AND (RULE OR RULES OR RESTRICTION OR RESTRICTIONS) AND (DISPLAY OR DISPLAYS OR SCREEN)

?s s1 and (summary or summarize or summaries)

1160	S1
840716	SUMMARY
42702	SUMMARIZE
126322	SUMMARIES
S2 109	S1 AND (SUMMARY OR SUMMARIZE OR SUMMARIES)

?type s2/3,ab/all

>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

2/3,AB/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02405831 115926502

**The strategic role of unused service capacity**

Ng, Irene C L; Wirtz, Jochen; Lee, Khai Sheang

International Journal of Service Industry Management v10n2 PP: 211 1999

ISSN: 0956-4233 JRNL CODE: SIM

WORD COUNT: 11784

ABSTRACT: Services are by nature perishable. As such, managing a service firm's capacity to match supply and demand has been touted as one of the key problems of services marketing and management practice. This paper advances an alternative perspective of unused service capacity. Based on a review of current literature and an exploratory study, this paper employs a theory-in-use methodology to map out a set of capacity strategy propositions. These propositions show a divergence between what literature suggests and what service firms actually practise with regard to reducing the occurrence of unused service capacity. The paper also demonstrates that capacity can be employed as a resource to achieve a series of strategic objectives that serve to improve the performance of the firm. Service firms should therefore approach capacity management not only from the standpoint of operations management, but also from that of marketing.

2/3,AB/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02371645 121943784

**Politics, public opinion, and privatization in France: Assessing the calculus of consent for market reforms**

Durant, Robert F; Legge, Jerome S Jr

Public Administration Review v62n3 PP: 307-323 May/Jun 2002 ISSN:

0033-3352 JRNL CODE: PAR

WORD COUNT: 12584

**ABSTRACT:** Despite the normative, political, and instrumental importance of privatizing state-owned enterprises worldwide, practitioners and researchers know little empirically about how different types of citizens feel about these efforts, how they arrive at these judgments, and how enduring these attitudes are likely to be. Using citizen attitudes toward privatization culled from the 1995 French National Election Study, this paper offers practitioners and researchers an analytical framework for assessing these attitudes, for anticipating and dealing strategically with the perceived consequences of denationalization efforts, and for refining their understanding of the calculus of consent for market reforms in future survey research.

2/3,AB/3 (Item 3 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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02283046 94289910

**U.S. international services cross-border trade in 2000 and sales through affiliates in 1999**

Mann, Michael A; Borga, Maria

Survey of Current Business v81n11 PP: 49-95 Nov 2001 ISSN: 0039-6222

JRNL CODE: SCB

WORD COUNT: 9681

**ABSTRACT:** In 2000, U.S. cross-border exports of private services increased 9%, to \$278.6 billion, and U.S. cross-border imports of these services increased 16%, to \$278.6 billion. As a result, the U.S. surplus on cross-border trade and services decreased \$3.2 billion, to \$78 billion. In 1999, the most recent year for which the data are available, sales of private services abroad through foreign affiliates of U.S. companies were \$338.4 billion, and sales of these services in the U.S. through U.S. affiliates of foreign companies were \$289.3 billion.

2/3,AB/4 (Item 4 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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02278492 89656172

**Turning off the lights**

Rassenti, Stephen J; Smith, Vernon L; Wilson, Bart J

Regulation v24n3 PP: 70-76 Fall 2001 ISSN: 0147-0590 JRNL CODE: RGO

WORD COUNT: 4597

**ABSTRACT:** Early last decade, Congress passed legislation that allows the deregulation of wholesale electricity production and prices in the United States. Under the legislation, states or regions that implement deregulation must develop restructuring plans for the power industry. The plans, in part, must specify the auction market rules for determining the hourly wholesale price of energy that wholesale producers sell to retail distributors, who in turn sell to their customers. In areas that have implemented deregulation, the process has resulted in market designs hammered out by regulators, consultants, industry representatives, and various power-marketing intermediaries. The resulting plans employ supply-side bidding mechanisms for the hourly spot market, coupled with varying degrees of freedom for producers and distributors to arrange bilateral long-term contracts.

2/3,AB/5 (Item 5 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02041165 55443297

**Self-reservation society**

Cohen, Amon

Supply Management v5n11 PP: 32-33 Jun 1, 2000 ISSN: 1362-2021

JRNL CODE: SMT

WORD COUNT: 2844

ABSTRACT: Self-service reservations systems (SSR) have been around for about five years now, but business travel buyers remain highly skeptical about their usefulness. Recent figures from online market research consultancy Jupiter Communications showed that the Internet travel boom has thus far passed the business world by: just 3% of online booking reservations are made through managed corporate booking schemes. With an SSR, travellers should be able to choose and book a flight with just a few, deft key strokes or mouse clicks. And while it saves them time, the theory goes, it saves the organization money. SSRs have been overlooked for a large chunk of their infancy in favor of more demanding IT issues, such as Y2K and the introduction of the euro. Perhaps the biggest doubt of all is whether online booking really does reduce total costs.

2/3,AB/6 (Item 6 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01906625 05-57617

**Litigation and public health policy making: The case of tobacco control**

Jacobson, Peter D; Warner, Kenneth E

Journal of Health Politics, Policy & Law v24n4 PP: 769-804 Aug 1999

ISSN: 0361-6878 JRNL CODE: JHP

WORD COUNT: 14723

ABSTRACT: Many tobacco control advocates, believing that legislators and regulators have failed to enact and implement sufficiently stringent tobacco control laws, have supported litigation as a means of achieving public health policy goals. A study examines the relationship between litigation and public health policy formation in the context of the debate over tobacco control policy. It is concluded that litigation is a 2nd-best solution. There is a distinct role for litigation as a complement to a broader, comprehensive approach to tobacco control policy making, rather than as an alternative to the traditional political apparatus of formulating and implementing public health policy. The analysis suggests that, in general, public health goals are more directly achievable through the political process than through litigation.

2/3,AB/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01888930 05-39922

**Forbes Interactive Money Guide's best of the Web: The smart consumer**

McMenamin, Brigid; Akasie, Jay; Setton, Dolly; Torres, Louie; et al

Forbes v164n6 (Interactive Money Guide Supplement) PP: 90-105 Fall 1999

ISSN: 0015-6914 JRNL CODE: FBR

WORD COUNT: 6750

ABSTRACT: Top web sites are reviewed in the following categories: 1. home buying, 2. car buying, 3. health, 4. computer buying, 5. travel, 6. shopping, 7. books, music, and film, 8. sports, and 9. fun.

2/3,AB/8 (Item 8 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01840684 04-91675

**Consumer evaluations of price and promotional restrictions --A public policy perspective**

Sinha, Indrajit; Chandran, Rajan; Srinivasan, Srini S

Journal of Public Policy & Marketing v18n1 PP: 37-51 Spring 1999 ISSN:

0743-9156 JRNL CODE: JMP

WORD COUNT: 10439

ABSTRACT: The effect of price and promotional **restrictions** on consumer perceptions of deal value is investigated and it is empirically shown how such evaluations can be affected adversely when deal qualifications become excessively restrictive. The reasons for the pervasive use of **restrictions** by marketers to limit their offers is examined, the Federal Trade Commission guidelines that govern this practice are discussed, and a typology of deal **restrictions** is developed. A framework explicating the mechanism by which consumers process **restrictions** in conjunction with varying deal sizes is also proposed and its salient hypotheses is tested through a field experiment. Results show that consumers negatively evaluate **restrictions** that they view as causing excessive inconvenience, that they perceive as misleading, and/or that lock them into binding commitments.

2/3,AB/9 (Item 9 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01840199 04-91190

**"In the business" of fencing: Making sense of federal sentencing enhancements for dealers in stolen goods**

Lanter, Dean

Texas Law Review v77n6 PP: 1485-1525 May 1999 ISSN: 0040-4411

JRNL CODE: TRX

WORD COUNT: 21262

ABSTRACT: The dealer in stolen goods (the fence) is a person who buys stolen property from thieves and resells it for profit. As surely as the fence is a businessman, the criminal redistribution of stolen property is a very big business. The US Sentencing Commission recognized that the role of the fence in contributing to the alarmingly high rate of property theft in this country should not be ignored in the sentencing of receivers of stolen goods. As such, the Commission added a 4-level sentencing enhancement to the base offense of the federal crime of receiving and selling stolen property if the defendant was "a person in the business of receiving and selling stolen property." Given that all fences are businessmen in the most common sense of the word, the courts were left with the difficult task of deciding how to apply the enhancement to a wide variety of stolen goods dealers. An analysis of the circuit split that has developed in the interpretation of this sentencing enhancement is presented and an explanation of how a more explicit focus on the similar factors underlying each view's application of the enhancement can be utilized to more clearly target those persons "in the business" of fencing while excluding the "casual fence."

2/3,AB/10 (Item 10 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01657317 03-08307

**Pension plan investments in employer securities: More is not always better**  
Stabile, Susan J



ABSTRACT: As various employee benefit arrangements providing for employees' receipt of part of their compensation in the form of employee stock grow in popularity, the desirability of significant investments by employer sponsored pension plans' investments in employer securities should be regulated. After surveying the current legal regime applicable to the acquisition of employer securities by pension plans and voting and tender decisions with respect to such securities, arguments advanced in support of substantial accumulations of employer stock by pension plans are examined and it is concluded that such arguments are not compelling. It is then argued that significant investment in employer securities by pension plans leads to insufficient diversification of employees' retirement portfolios and improves managers' ability to defeat hostile takeovers and shareholder proposals. It is concluded that ERISA should set the maximum allowable limit on the amount of an employee's assets that may be invested in his employer's stock and on the percentage of an employer's securities that may be held by pension plans maintained by the employer.

2/3,AB/11 (Item 11 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01603172 02-54161  
**Reforming China's airline industry: From state-owned monopoly to market dynamism**  
Le, Thuong T  
Transportation Journal v37n2 PP: 45-62 Winter 1997 ISSN: 0041-1612  
JRNLCODE: TRN  
WORD COUNT: 9217

ABSTRACT: Aviation reforms are a part of China's transition from central planning to a market economy. They are driven and constrained by the progress and challenges of economic and SOE reforms, and thus can be more fully understood and fairly evaluated within the context of the latter developments. Through functional separation, marketization, economic regulations, and corporatization, reforms have brought some visible successes that included active nonstate participation, and fleet modernization. They have not followed any detailed blueprints from central planners. Instead, they **display** unique characteristics - gradualism, experimentation, decentralization, and self-reinforcement - that reflect the Chinese approach to economic reforms. That approach benefits from China's decentralized administrative system and dynamic local initiatives, which are ironically the long-lasting unintended benefits of the Great Leap Forward and Cultural Revolution. It is also filled with apparent contradictions and a sense of uncertainty about the pace of reforms.

2/3,AB/12 (Item 12 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01121604 97-70998  
**Science and interpretation in consumer research: A radical behaviourist perspective**  
Foxall, Gordon R  
European Journal of Marketing v29n9 PP: 6-99 1995 ISSN: 0309-0566  
JRNLCODE: EJM  
WORD COUNT: 46405

ABSTRACT: It is argued that a positivistic stance, radical behaviorism, can enrich epistemological debate among researchers with the recognition of radical behaviorism's ultimate reliance on interpretation as well as science. Although radical behaviorism was initially founded on Machian

positivism, its account of complex social behaviors such as purchase and consumption is necessarily interpretive, inviting comparison with the hermeneutical approaches currently emerging in consumer research. Radical behaviorist interpretation attributes meaning to behavior by identifying its environmental determinants, especially the learning history of the individual in relation to the consequences similar prior behavior has effected. The nature of such interpretation is demonstrated for purchase and consumption responses by means of a critique of radical behaviorism as applied to complex human activity. A framework is developed and applied for radical behaviorist interpretation of purchase and consumption to 4 operant equifinality classes of consumer behavior: accomplishment, pleasure, accumulation and maintenance. Some epistemological implications of this framework, the behavioral perspective model of purchase and consumption, are discussed in the context of the relativity and incommensurability of research paradigms. Finally, the interpretive approach is evaluated, particularly in terms of its relevance to the nature and understanding of managerial marketing.

2/3,AB/13 (Item 13 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01076769 97-26163

**Have database, will travel: Part 1**

Jacso, Peter

Database v18n4 PP: 14-26 Aug/Sep 1995 ISSN: 0162-4105 JRNL CODE: DTB  
WORD COUNT: 4227

**ABSTRACT:** Travel and tourism account for well over \$2 trillion in annual sales, and the industry is the largest employer worldwide, offering over 100 million jobs. On a typical Labor Day weekend in the US, 32 million people hit the road, rails, and air. Over 33 million adult Americans take one or more business trips each year. No wonder that all major online services offer travel-related information, and the number of travel-related CD-ROM databases keeps increasing. The information offered ranges from the largest online travel mall of CompuServe, featuring large travel department stores and specialty boutiques, to the very focused subject resource, such as the CD-ROM guide to the Schonbrunn Castle. The types of travel information available through these sources can be classified by these categories: 1. where to go, 2. how to get there, 3. where to stay, 4. where to eat, 5. what to do, and 6. how to get around.

2/3,AB/14 (Item 14 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01076121 97-25515

**Converging Technologies: Forging New Partnerships in Information**

Anonymous

American Society for Information Science. Bulletin v21n6 PP: 15-32  
Aug/Sep 1995 ISSN: 0095-4403 JRNL CODE: BAS  
WORD COUNT: 12542

**ABSTRACT:** A schedule of events for the ASIS 1995 Annual Meeting, entitled Converging Technologies: Forging New Partnerships in Information, held on October 9-12 in Chicago is presented.

2/3,AB/15 (Item 15 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00828104 94-77496

**Competition at "duopoly" airline hubs in the U.S.**

Windle, Robert; Martin Dresner

Transportation Journal v33n2 PP: 22-30 Winter 1993 ISSN: 0041-1612

JRNL CODE: TRN

WORD COUNT: 3487

**ABSTRACT:** A study examines the differences in service and prices between hub duopolies (hubs dominated by 2 carriers) and hub monopolies (hubs dominated by a single carrier) in an effort to determine what a city could gain from the addition of a 2nd carrier to a dominated hub. Two specific questions are addressed: 1. What is the extent of competition at duopoly hubs as compared to monopoly hubs? 2. Are prices lower on average on routes from the duopoly hubs than from the single-carrier-dominated fortress hubs. The major conclusion that can be drawn from the study is that, given the limitations of the sample used, hub competition contributes directly to increases in the number of route competitors and indirectly to lower yields on routes. To the extent that increased choice in carriers and lower prices are in the consumer's interest, it is therefore of benefit to consumers to have duopoly rather than monopoly hubs.

2/3,AB/16 (Item 16 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00780784 94-30176

**Airlines: Setting constraints on hub dominance**

Saunders, Lisa F; Shepherd, William G

Logistics & Transportation Review v29n3 PP: 201-220 Sep 1993 ISSN:

0047-4991 JRNL CODE: LTR

WORD COUNT: 7533

**ABSTRACT:** Since 1984, the US airline industry has displayed some signs of increased market power, and as of 1993, it appears that only 3 major US airlines may be viable in the long run. Hub dominance is pivotal to this market power, and it may now be largely immune to the usual natural market correctives. The core monopoly problems appear to reside at major hub airports. There is little direct evidence about efficiency gradients of hub dominance. The Bruecker-Spiller (1991) approach does not estimate the cost gradients at the heart of the issue, because they assume away much of the problem and deal only with caricature situations (pure monopoly versus Cournot duopoly). It is found instead that a constraint on hub dominance would probably not reduce the achievement of economies of density by all airlines using each airport. Therefore, pending further research, imposing a limit on hub dominance might improve total efficiency. The simplest approach would be simply to set ceilings on the degree of dominance permitted at major hubs.

2/3,AB/17 (Item 17 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00726701 93-75922

**Toward a Global Airline Industry: Prospects and Impediments**

Pustay, Michael W.

Logistics & Transportation Review v28n1 PP: 103-128 Mar 1992 ISSN:

0047-4991 JRNL CODE: LTR

WORD COUNT: 8932

**ABSTRACT:** Fifteen years ago, the international airline industry could be characterized as a private cartel reinforced by anti-consumer, mercantilist governmental policies. International aviation has undergone much change due to increasing liberalization of bilateral agreements, increased domestic competition, and privatization. Initiatives in deregulation and toward limited "open skies" enhanced the competitive position of US airlines internationally, which has encouraged a variety of organizational affiliations and industry changes worldwide. Subsequent globalization will be multilateral in nature and conditioned by policies toward antitrust,

public enterprise, and infrastructure. Reaching the next stage of globalization, one in which carriers are free to combine global planning with worldwide operations in open competition with one another, requires that all national governments cooperate and eliminate mercantilist regulations that favor their flag carriers.

2/3,AB/18 (Item 18 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00682595 93-31816

**Legal developments in marketing**

Werner, Ray O

Journal of Marketing v57n1 PP: 102-110 Jan 1993 ISSN: 0022-2429

JRNLCODE: JMK

WORD COUNT: 9100

ABSTRACT: A topical outline of the developments in the legal environment in which marketing functions is presented. Important cases are included, and sources are cited. Entries include: 1. Regulation of Monopolistic Methods, 2. Regulation of Product Characteristics, 3. Regulation of Price Competition, 4. Regulation of Channels of Distribution, 5. Regulation of Advertising and Promotional Methods, 6. Regulation of Intellectual Property, 7. Procedural and Miscellaneous Developments, and 8. US Supreme Court Disposition of Appeals.

2/3,AB/19 (Item 19 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00662585 93-11806

**Modeling the profitability of customer relationships: Development and impact of Barclays de Zoete Wedd's BEATRICE**

Stuchfield, Nicolas; Weber, Bruce W

Journal of Management Information Systems: JMIS v9n2 PP: 53-76 Fall 1992

ISSN: 0742-1222 JRNLCODE: JMI

WORD COUNT: 9531

ABSTRACT: Traditional management accounting data are limited in their ability to provide profitability information relevant to strategic management decisions. The problem is intensified in many business environments today where deregulation and new entrants often combine to leave unprepared firms with the risk of growing numbers of loss-making client relationships. Activity-based cost (ABC) accounting methods offer a solution, and several firms are developing information systems (IS) to gather and process cost and revenue data using these techniques. British securities house Barclays de Zoete Wedd's (BZW) response to poor accounting information and adverse conditions in its industry was to develop BEATRICE, an innovative IS, that combines ABC principles and a model of customer profitability for the securities industry that is based on a per-trade assignment of costs and revenues. The impact of customer profitability analysis on BZW's management processes and decision making is shown to be considerable.

2/3,AB/20 (Item 20 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00659877 93-09098

**Advertising overview**

Kerwin, Ann Marie

Editor & Publisher v126n1 PP: 30-35 Jan 2, 1993 ISSN: 0013-094X

JRNLCODE: EDP

WORD COUNT: 5250

ABSTRACT: Five newspaper representative firms presented national advertising forecasts for 1993 in the following categories: 1. alcohol, 2. automotive, 3. computers-office equipment, 4. financial, 5. food-household items, 6. insurance-health care, 7. telecommunications, 8. tobacco, 9. travel, and 10. utilities-gas & oil. Landon Associates said that liquor advertising will be almost non-existent, but that responsible drinking messages and advertorials may provide some potential. Cresmer, Woodward, O'Mara & Ormsbee predicted that Chrysler's new car design will bring an advertising gain in 1993. Newspapers First pointed out that IBM is transforming itself into a group of subsidiaries, allowing it to compete more aggressively. Sawyer Ferguson Walker said that while Campbell's Soup plans to increase its ad budget 10%-15%, it is unclear whether newspapers will benefit. Papert Companies predicted that Shell, Amoco, Chevron, and Fina will continue to rely on television to create image and product awareness, but will turn to newspapers for product introductions.

2/3,AB/21 (Item 21 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00598405 92-13578  
**Collective Bargaining, 1991: Recession Colors Talks**  
Cimini, Michael H.; Behrmann, Susan L.  
Monthly Labor Review v115n1 PP: 21-33 Jan 1992 ISSN: 0098-1818  
JRNL CODE: MLR  
WORD COUNT: 9436

ABSTRACT: Despite the light bargaining in 1991, there were significant developments on the labor-management scene. These include: 1. agreement on master contracts in trucking, 2. the signing of mutually beneficial master contracts in the rubber and electrical and electronic products industries, and 3. completion of bargaining 11 months before the current contract between NYNEX and its 2 major unions was to expire. Not all news was good, however. Many of the problems facing the bargainiers in 1991 stemmed from the 1980s, but were compounded by new developments: the Persian Gulf War and the recession. Efforts to eventually resolve the health care cost problem went beyond the bargaining table, as both labor and employer organizations urged the public and Congress to address the issue. During 1991, unions continued their quest to revitalize the labor movement and reverse their decline in membership and influence.

2/3,AB/22 (Item 1 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

01392549  
**ARC's New Age**  
(Airlines Reporting Corp attempts to help travel agencies with electronic reporting and ticketing with Interactive Agent Reporting project currently in development)  
Travel Agent, v 278, n 8, p 18+  
January 29, 1996  
DOCUMENT TYPE: Journal; Cover Story ISSN: 1053-9360 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 3006

ABSTRACT:  
Airlines Reporting Corp (Arlington, VA) (ARC), a provider of accreditation and clearinghouse services for 47,000 retail locations that sell tickets on 143 airlines, Amtrak and VIA Rail is undertaking a massive campaign to improve day-to-day business operations for thousands of retailers. The company serves as the middleman between travel agents and airlines, including the 6 major domestic airlines that are currently being sued by agents for capping commissionson domestic tickets. ARC is attempting to help these agents increase productivity and cut costs. ARC has made 4 major

initiatives to help agents deal with the caps: electronic ticketing, electronic funds transfer, ticket security and service fees. ARC's most significant development is the Interactive Agent Reporting (IAR) project. IAR, the 2-year-old project that is still unfinished, will help agents move into electronic reporting and ticketing, which should help reduce the large amount of paperwork and time devoted to the reporting process. IAR includes a personal identification number for agents to access an IAR account. Data on the account will be received the night before from the CSRs and will be loaded directly into ARC's computer. It will detail all transactions by ticket number in the agent's weekly report. IAR will also include the ability to submit up to 9 branch reports within a single entry.

Full text discusses back-office data, improved cash flow and disagreement about ARC's per transaction charge.

2/3,AB/23 (Item 1 from file: 623)  
DIALOG(R)File 623:Business Week  
(c) 2003 The McGraw-Hill Companies Inc. All rts. reserv.

0023412 (USE FORMAT 7 FOR FULLTEXT)  
**Personal Business**  
EDITED BY DONALD H. DUNN, BRADLEY HITCHINGS, IRENE PAVE, TROY SEGAL  
Business Week, November 17, 1986, Number 2973, Pg 212  
JOURNAL CODE: BW  
SECTION HEADING: Personal Business  
WORD COUNT: 2,919

2/3,AB/24 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02604113 SUPPLIER NUMBER: 86035289 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Spoken dialogue technology: enabling the conversational user interface. (human-computer interaction)**  
McTear, Michael F.  
ACM Computing Surveys, 34, 1, 90(80)  
March, 2002  
ISSN: 0360-0300 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 46927 LINE COUNT: 03914

**AUTHOR ABSTRACT:** Spoken dialogue systems allow users to interact with computer-based applications such as databases and expert systems by using natural spoken language. The origins of spoken dialogue systems can be traced back to Artificial Intelligence research in the 1950s concerned with developing conversational interfaces. However, it is only within the last decade or so, with major advances in speech technology, that large-scale working systems have been developed and, in some cases, introduced into commercial environments. As a result many major telecommunications and software companies have become aware of the potential for spoken dialogue technology to provide solutions in newly developing areas such as computer-telephony integration. Voice portals, which provide a speech-based interface between a telephone user and Web-based services, are the most recent application of spoken dialogue technology. This article describes the main components of the technology--speech recognition, language understanding, dialogue management, communication with an external source such as a database, language generation, speech synthesis--and shows how these component technologies can be integrated into a spoken dialogue system. The article describes in detail the methods that have been adopted in some well-known dialogue systems, explores different system architectures, considers issues of specification, design, and evaluation, reviews some currently available dialogue development toolkits, and outlines prospects for future development.

Categories and Subject Descriptors: H.5.2 (Information Interfaces and Presentation): User Interfaces--Natural language, Voice I/O; I.2.7 (Artificial Intelligence): Natural Language Processing--Discourse, Speech recognition and synthesis

General Terms: Human Factors

Additional Key Words and Phrases: Dialogue management, human computer interaction, language generation, language understanding, speech recognition, speech synthesis

2/3,AB/25 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02392819 SUPPLIER NUMBER: 61639137 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Working the Web Bazaar. (Industry Trend or Event)**  
Furger, Roberta  
PC World, 18, 5, 35  
May, 2000  
ISSN: 0737-8939 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 5124 LINE COUNT: 00389

ABSTRACT: Three categories of online shopping sites are available for consumers to negotiate rock-bottom prices for products that they want to acquire. These are name-your-price sites, reverse-auction sites and group-buying sites. Name-your-price sites such as Priceline.com allow shoppers to specify a price that they are willing to pay for an item or a service. Reverse-auction sites such as NexTag.com combine features of the name-your-price sites together with shopping bots. Group-buying sites such as Accompany.com attract buyers with the promise that prices will drop as the number of purchasers for the product increases.

2/3,AB/26 (Item 3 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02284601 SUPPLIER NUMBER: 54299073 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**eShopper: Resources For Web Buying. (Directory)**  
Savetz, Kevin; Gardiner, Peace  
Computer Shopper, 19, 5, 280(1)  
May, 1999  
DOCUMENT TYPE: Directory ISSN: 0886-0556 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 7225 LINE COUNT: 00613

2/3,AB/27 (Item 4 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02275331 SUPPLIER NUMBER: 54025399 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Shopping: Resources For Web Buying. (Directory)**  
Savetz, Kevin; Gardiner, Peace  
Computer Shopper, 19, 4, 278(1)  
April, 1999  
DOCUMENT TYPE: Directory ISSN: 0886-0556 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 8823 LINE COUNT: 00749

2/3,AB/28 (Item 5 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02031355 SUPPLIER NUMBER: 19069704 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Top 100 Web sites. (guide to best of the World Wide Web) (Directory)**  
Bannan, Karen  
PC Magazine, v16, n4, p101(12)  
Feb 18, 1997  
DOCUMENT TYPE: Directory ISSN: 0888-8507 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 10621 LINE COUNT: 00824

ABSTRACT: A guide to 100 of the best World Wide Web sites is presented. The list is divided into categories including electronic commerce services, computing, electronic publications such as newspapers and magazines, entertainment, news and reference sites. Each listing gives the site's URL and some information about what the site offers. AutoWeb provides price quotes to car buyers for bargaining purposes; Columbia House Record Club makes joining and choosing selections easy online. Dell Computer and Gateway 2000 let users order custom-configured PCs, obtain support information and check order status. Cable networks such as CNN, The Discovery Channel and E! have excellent Web sites, as does the San Jose Mercury News. An excellent free service is MapQuest, which generates local street maps to any address from a vast database.

2/3,AB/29 (Item 6 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01707338 SUPPLIER NUMBER: 16169087 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Nexpo '94: newspaper industry comes up swinging.**

Edwards, Stephen E.; Neeff, David; Rossello, Rosanne; Tribute, Andrew  
Seybold Report on Publishing Systems, v23, n21, p3(36)

August 9, 1994

ISSN: 0736-7260 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 33888 LINE COUNT: 02630

2/3,AB/30 (Item 7 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01702041 SUPPLIER NUMBER: 16214408 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Seybold Paris, part II: composition systems, color and output. (includes related article on Chromapress digital print shop)**

Alexander, George A.; Edwards, Stephen E.; Karsh, Arlene E.; Tribute, Andrew; Walter, Mark

Seybold Report on Publishing Systems, v23, n20, p11(19)

July 20, 1994

ISSN: 0736-7260 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 14647 LINE COUNT: 01118

2/3,AB/31 (Item 8 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01533100 SUPPLIER NUMBER: 12564271 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Micro, mini, mainframe. (Software Review) (overview of four evaluations of decision-support systems) (includes related articles on how to manage decision support, how to choose system size, how testing was done, maximizing query speed, products for off-loading, alternative systems, shopping for systems) (Evaluation)**

Weston, Rusty; Cornwell, Dwight

Corporate Computing, v1, n3, p62(18)

Sept, 1992

DOCUMENT TYPE: Evaluation ISSN: 1065-8610 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 11146 LINE COUNT: 00866

ABSTRACT: Four different decision-support databases running on mainframes, minicomputers and microcomputers are reviewed. The products include IBM's mainframe-based DB2, DEC's Rdb for the VAX minicomputer, and Ask Corp's Ingres and Fox Software's FoxPro for microcomputers. DB2 is the fastest product at performing advanced queries; it outperforms the other products in almost all texts, with the exception of special queries which Rdb ran slightly faster. Performance alone is seldom the deciding factor in choosing a decision-support system; low-end solutions tend to pay for themselves in departments that are charged for CPU use, but the costs of higher-end products can be justified readily when a database must be built



from scratch.

2/3,AB/32 (Item 9 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01468329 SUPPLIER NUMBER: 11634236 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Special report: Universal telephone service; ready for the 21st century?**  
**Annual review of the Institute for Information Studies. A joint program**  
**of Northern Telecom and the Aspen Institute.**  
EDGE, on & about AT&T, v6, n175, p21(15)  
Dec 2, 1991  
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 61595 LINE COUNT: 05008

2/3,AB/33 (Item 10 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01301271 SUPPLIER NUMBER: 07424486 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Custom calling. (telecommunications software, includes related articles on**  
**electronic mail packages and VersaTerm-PRO) (buyers guide)**  
Rosenbaum, Daniel J.  
MacUser, v5, n8, p90(12)  
August, 1989  
DOCUMENT TYPE: buyers guide ISSN: 0884-0997 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 5473 LINE COUNT: 00435

ABSTRACT: Many products are available for users looking for telecommunications software packages. Users can buy off-the-shelf packages for almost any need and they can buy packages that will help them customize or develop their own package. Most successful packages have emulation of a plain-text Teletype-style terminal as well as the VT52 and VT102 terminals. They can exchange files, save text from the **screen** to a file and offer a method for recording the users' actions, usually with a scripting language. Communications programs for Macintosh users are listed and their features are discussed. Program features are laid out in a chart for easy comparison and the names and addresses of manufacturers are given. FutureSoft's DynaComm 1.02 is highly recommended for its customizable interface and its ability to connect to a wide range of minicomputers. Prometheus's Acknowledge 1.0 is recommended as a communications program development software.

2/3,AB/34 (Item 11 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01286565 SUPPLIER NUMBER: 07261905 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Prodigy is low-cost videotext; IBM, Sears target home market.**  
Computer & Software News, v7, n2, p27(2)  
Jan 9, 1989  
ISSN: 0745-5291 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1128 LINE COUNT: 00086

ABSTRACT: Prodigy is a videotext service from IBM and Sears that costs subscribers \$10 per month for unlimited usage by up to six users in a household. The Prodigy starter kit costs \$50, requires a Hayes-compatible modem, and is easy to install on a home computer. Prodigy services include its own news service, the Dow Jones News Retrieval, and electronic mail; it lets users order consumer items and purchase **airline** tickets, and will eventually incorporate home banking. With Prodigy's Expert service, prominent people in such areas as taxation, real estate, and computers respond within 72 hours to subscribers' questions. Prodigy's response time is slow, however, and it is better suited for families or small businesses than for sophisticated computer users. It is considered a very good buy for

average users, and its long-term value will depend on the continued quality and timeliness of its services.

2/3,AB/35 (Item 12 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01176739 SUPPLIER NUMBER: 04254898 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Guru: brave new expert system. (integrated expert system software; includes information on expert systems usage) (evaluation)**  
Helliwell, John  
PC Magazine, v5, p151(9)  
May 27, 1986  
DOCUMENT TYPE: evaluation LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 4065 LINE COUNT: 00315

2/3,AB/36 (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

01218722  
**Scheduling and Dispatch Software: B/CA takes a look at the more popular S&D software tools.**  
Business & Commercial Aviation January, 2002; Pg 74; Vol. 90, No. 1  
Journal Code: BCA ISSN: 0191-4642  
Section Heading: Special Report  
Word Count: 8,181 \*Full text available in Formats 5, 7 and 9\*

2/3,AB/37 (Item 2 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0197706  
**DOT Study Cites Competition Benefits, TPockets Of Problems'**  
Aviation Daily February 14, 1990; Pg 313; Vol. 299, No. 32  
Journal Code: AD ISSN: 0193-4597  
Word Count: 710 \*Full text available in Formats 5, 7 and 9\*

2/3,AB/38 (Item 3 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0023412  
**Personal Business**  
Business Week November 17, 1986; Pg 212; Number 2973  
Journal Code: BW ISSN: 0007-7135  
Section Heading: Personal Business  
Word Count: 2,919 \*Full text available in Formats 5, 7 and 9\*

BYLINE:  
EDITED BY DONALD H. DUNN, BRADLEY HITCHINGS, IRENE PAVE, TROY SEGAL

2/3,AB/39 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01592958 Supplier Number: 42399269  
**INTELLIGENT SYSTEMS IN THE AIRLINE INDUSTRY**  
Intelligent Software Strategies, v7, n10, pN/A  
Oct, 1991  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 3269

2/3,AB/40 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01592955 Supplier Number: 42399266  
**AAAI'S TWENTY-ONE BEST EXPERT SYSTEMS APPLICATIONS**  
Intelligent Software Strategies, v7, n10, pN/A  
Oct, 1991  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 2509

2/3,AB/41 (Item 1 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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02887017 Supplier Number: 74566917  
**Executive Travel In Asia This Week.**  
PR Newswire, p6645  
May 16, 2001  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1176

2/3,AB/42 (Item 2 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

02550832 Supplier Number: 62959487  
**PR Newswire Midwest Summary Monday, June 26 to 4 P.M. EST.**  
PR Newswire, p7549  
June 26, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 3051

2/3,AB/43 (Item 3 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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02171472 Supplier Number: 55748107  
**United Unveils Comprehensive New Customer Service Plan.**  
PR Newswire, p7849  
Sept 15, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 2466

2/3,AB/44 (Item 1 from file: 813)  
DIALOG(R)File 813:PR Newswire  
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1258222 HSWEDTA  
**Executive Travel In Asia This Week**

DATE: April 15, 1998 06:17 EDT WORD COUNT: 1,130

2/3,AB/45 (Item 2 from file: 813)  
DIALOG(R)File 813:PR Newswire  
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1226180 NYWEDTA  
**Executive Travel In Asia This Week**

DATE: February 11, 1998

06:11 EST

WORD COUNT: 1,247

2/3,AB/46 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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10083414 Supplier Number: 86471554  
**Evaluating corporate travel automation. (2001 Business Travel Buyer's Handbook).**  
Dunphy, Phil; Klem, Jon; Lichtman, Bob; Wilkinson, Tom  
Business Travel News, v18, n9, p119(12)  
April 30, 2001  
Language: English Record Type: Fulltext  
Document Type: Newspaper; Trade  
Word Count: 9220

2/3,AB/47 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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10041433 Supplier Number: 69676630  
**Multimarket Contact and Resource Dissimilarity: A Competitive Dynamics Perspective. (Brief Article)**  
Young, Greg; Smith, Ken G.; Grimm, Curtis M.; Simon, Daniel  
Journal of Management, v26, n6, p1217  
Nov-Dec, 2000  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Refereed; Trade  
Word Count: 10205

2/3,AB/48 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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09817315 Supplier Number: 86480819  
**Evaluating corporate travel automation. (Automation).**  
Campbell, Jay  
Business Travel News, v19, n8, p107(2)  
April 29, 2002  
Language: English Record Type: Fulltext  
Document Type: Newspaper; Trade  
Word Count: 9220

2/3,AB/49 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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09141825 Supplier Number: 79630207  
**The All-America Research Team the best analysts of the year. (very lengthy overview of financial analysts by industry types)**  
Institutional Investor, v35, n10, p133  
Oct, 2001  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 31714

2/3,AB/50 (Item 5 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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08637842 Supplier Number: 74632128  
**BUSINESS CLASS - EXECUTIVE TRAVEL IN ASIA TODAY.**

AsiaPulse News, p0864

May 16, 2001

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1196

2/3,AB/51 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08636822 Supplier Number: 74583921

**DOT Clears Way for Orbitz Launch; Critics Turn to DOJ for Help. (Department of Transportation, Department of Justice) (Brief Article)**

Travel Agent, v303, n11, p4

April 23, 2001

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal; Trade

Word Count: 1002

2/3,AB/52 (Item 7 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08635643 Supplier Number: 74566917

**Executive Travel In Asia This Week.**

PR Newswire, p6645

May 16, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1176

2/3,AB/53 (Item 8 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08293097 Supplier Number: 66123809

**Consumer Reports Newsletter Says Online Travel Sites Don't Deliver Lowest Fares.**

Michels, Jennifer

Travel Agent, v301, n6, p8

Sept 25, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 793

2/3,AB/54 (Item 9 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07496990 Supplier Number: 62959487

**PR Newswire Midwest Summary Monday, June 26 to 4 P.M. EST.**

PR Newswire, p7549

June 26, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 3051

2/3,AB/55 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07258615 Supplier Number: 61639137

**Working the Web Bazaar. (Industry Trend or Event)**

Furger, Roberta  
PC World, v18, n5, p35  
May, 2000  
Language: English Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; General Trade  
Word Count: 4791

**ABSTRACT:**

Three categories of online shopping sites are available for consumers to negotiate rock-bottom prices for products that they want to acquire. These are name-your-price sites, reverse-auction sites and group-buying sites. Name-your-price sites such as Priceline.com allow shoppers to specify a price that they are willing to pay for an item or a service. Reverse-auction sites such as NexTag.com combine features of the name-your-price sites together with shopping bots. Group-buying sites such as Accompany.com attract buyers with the promise that prices will drop as the number of purchasers for the product increases.

2/3,AB/56 (Item 11 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07205482 Supplier Number: 60472439  
**Little Engines That Can.**  
Hughes, Laura Q.  
Travel Agent, v298, n10, p64  
Feb 28, 2000  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1173

2/3,AB/57 (Item 12 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06634660 Supplier Number: 55748107  
**United Unveils Comprehensive New Customer Service Plan.**  
PR Newswire, p7849  
Sept 15, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 2466

2/3,AB/58 (Item 13 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06043478 Supplier Number: 53538709  
**Global research: Getting it right.**  
Institutional Investor, v32, n12, p95(1)  
Dec, 1998  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 11945

2/3,AB/59 (Item 14 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

04664707 Supplier Number: 46864601  
**DOT Alleges Bias On SABRE Screens**  
Tour & Travel News, p1  
Nov 4, 1996  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade

Word Count: 729

2/3,AB/60 (Item 15 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04176641 Supplier Number: 46101148  
**ARC's New Age: The Airlines Reporting Corp. aims to move agents and carriers into electronic reporting and ticketless travel**  
Travel Agent, p18  
Jan 29, 1996  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 2771

2/3,AB/61 (Item 16 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03364757 Supplier Number: 44665088  
**SOUTHWEST CHALLENGES CRS VENDORS BY LAUNCHING ITS OWN TICKETING SYSTEM**  
Travel Agent, v0, n0, p1  
May 9, 1994  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1005

2/3,AB/62 (Item 17 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02550911 Supplier Number: 43381421  
**EC Moves To Boost CRS Competition In Europe**  
Business Travel News, p17  
Oct 19, 1992  
Language: English Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 523

2/3,AB/63 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

15517469 SUPPLIER NUMBER: 94227988 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Cross-border trade in 2001 and sales through affiliates in 2000. (U.S. International Services).**  
Borga, Maria; Mann, Michael  
Survey of Current Business, 82, 10, 67(58)  
Oct, 2002  
ISSN: 0039-6222 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 30181 LINE COUNT: 10687

2/3,AB/64 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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14965401 SUPPLIER NUMBER: 91305855 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Progress in structural reform.(Statistical Data Included)**  
OECD Economic Surveys - Greece, 95(70)  
July, 2002  
DOCUMENT TYPE: Statistical Data Included ISSN: 0376-6438  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 23508 LINE COUNT: 02303

2/3,AB/65 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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14725400 SUPPLIER NUMBER: 87359804 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Politics, public opinion, and privatization in France: assessing the  
calculus of consent for market reforms.(Statistical Data Included)**  
Durant, Robert F.; Legge, Jerome S., Jr.  
Public Administration Review, 62, 3, 307(17)  
May-June, 2002  
DOCUMENT TYPE: Statistical Data Included ISSN: 0033-3352  
LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 14378 LINE COUNT: 01246

AUTHOR ABSTRACT: Despite the normative, political, and instrumental importance of privatizing state-owned enterprises worldwide, practitioners and researchers know little empirically about how different types of citizens feel about these efforts, how they arrive at these judgments, and how enduring these attitudes are likely to be. Using citizen attitudes toward privatization culled from the 1995 French National Election Study, this article offers practitioners and researchers an analytical framework for assessing these attitudes, for anticipating and dealing strategically with the perceived consequences of denationalization efforts, and for refining their understanding of the calculus of consent for market reforms in future survey research.

2/3,AB/66 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

14260470 SUPPLIER NUMBER: 82482295 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Travelers' intercom: Readers' opinions, tips & recommendations.**  
International Travel News, 26, 12, 20(23)  
Feb, 2002  
ISSN: 0191-8761 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 11901 LINE COUNT: 00884

2/3,AB/67 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

14157700 SUPPLIER NUMBER: 81010870 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**U.S. international services cross-border trade in 2000 and sales through  
affiliates in 1999.(Statistical Data Included)**  
Mann, Michael A.; Borga, Maria  
Survey of Current Business, 81, 11, 49(47)  
Nov, 2001  
DOCUMENT TYPE: Statistical Data Included ISSN: 0039-6222  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 25234 LINE COUNT: 08368

2/3,AB/68 (Item 6 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

13988123 SUPPLIER NUMBER: 79630207 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The All-America Research Team the best analysts of the year.(very lengthy  
overview of financial analysts by industry types)**  
Institutional Investor, 35, 10, 133  
Oct, 2001  
ISSN: 0020-3580 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 31714 LINE COUNT: 02737

2/3,AB/69 (Item 7 from file: 148)



DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

13432745 SUPPLIER NUMBER: 74566917 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Executive Travel In Asia This Week.**  
PR Newswire, 6645  
May 16, 2001  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1176 LINE COUNT: 00097

2/3,AB/70 (Item 8 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

13395695 SUPPLIER NUMBER: 69676630 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Multimarket Contact and Resource Dissimilarity: A Competitive Dynamics  
Perspective. (Brief Article)**  
Young, Greg; Smith, Ken G.; Grimm, Curtis M.; Simon, Daniel  
Journal of Management, 26, 6, 1217  
Nov, 2000  
DOCUMENT TYPE: Brief Article ISSN: 0149-2063 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 10205 LINE COUNT: 00880

2/3,AB/71 (Item 9 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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12260914 SUPPLIER NUMBER: 62959487 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**PR Newswire Midwest Summary Monday, June 26 to 4 P.M. EST.**  
PR Newswire, 7549  
June 26, 2000  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 3163 LINE COUNT: 00280

2/3,AB/72 (Item 10 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

12076704 SUPPLIER NUMBER: 62003253 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Travelers' Intercom.**  
International Travel News, 25, 3, 18  
May, 2000  
ISSN: 0191-8761 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 16009 LINE COUNT: 01165

2/3,AB/73 (Item 11 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

12014683 SUPPLIER NUMBER: 61639137 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Working the Web Bazaar. (Industry Trend or Event)**  
Furger, Roberta  
PC World, 18, 5, 35  
May, 2000  
ISSN: 0737-8939 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 5124 LINE COUNT: 00389

**ABSTRACT:** Three categories of online shopping sites are available for consumers to negotiate rock-bottom prices for products that they want to acquire. These are name-your-price sites, reverse-auction sites and group-buying sites. Name-your-price sites such as Priceline.com allow shoppers to specify a price that they are willing to pay for an item or a service. Reverse-auction sites such as NexTag.com combine features of the name-your-price sites together with shopping bots. Group-buying sits such

as Accompany.com attract buyers with the promise that prices will drop as the number of purchasers for the product increases.

2/3,AB/74 (Item 12 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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11343058 SUPPLIER NUMBER: 55748107 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**United Unveils Comprehensive New Customer Service Plan.**  
PR Newswire, 7849  
Sept 15, 1999  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2633 LINE COUNT: 00224

2/3,AB/75 (Item 13 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

10735763 SUPPLIER NUMBER: 53538709 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Global research: Getting it right.**  
Institutional Investor, 32, 12, 95(1)  
Dec, 1998  
ISSN: 0020-3580 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 12817 LINE COUNT: 01019

2/3,AB/76 (Item 14 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

10731497 SUPPLIER NUMBER: 53520414 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Do substantial horizontal mergers generate significant price effects?**  
**Evidence from the banking industry.**  
Prager, Robin A.; Hannan, Timothy H.  
Journal of Industrial Economics, 46, 4, 433(2)  
Dec, 1998  
ISSN: 0022-1821 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 7534 LINE COUNT: 00600

ABSTRACT: Bank mergers have been hypothesized to either produce more attractive prices to bank customers stemming from improved efficiencies or make prices less attractive due to reduced competition. By comparing separate markets where the two hypothetical conditions are observable, it was found that prices of interest rates tend to favor customers of merged banks more than those from non-merged banks. Thus, improved efficiencies have a bigger impact on bank prices rather than heightened capacities to dictate market developments.

2/3,AB/77 (Item 15 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

10152772 SUPPLIER NUMBER: 20519239 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**OECD Economic Surveys 1997-1998: Norway.**  
OECD Economic Surveys - Norway, n1, p1(29)  
Feb, 1998  
ISSN: 0376-6438 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 29972 LINE COUNT: 02429

2/3,AB/78 (Item 16 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

09648342 SUPPLIER NUMBER: 18531699 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The 100 best Texas web sites: texas.100.best.(World Wide Web) (Cover Story)**

Texas Monthly, v24, n8, p14(14)  
August, 1996

DOCUMENT TYPE: Cover Story ISSN: 0148-7736 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 8795 LINE COUNT: 00702

ABSTRACT: Each site is described, with current addresses provided, and listed under the following categories: art; politics; shopping; home and garden; kids; travel; weather; food; music; business; education; sports; media; sex; and health. Several celebrity sites are also described, including George Strait and Farrah Fawcett.

2/3,AB/79 (Item 17 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

09414891 SUPPLIER NUMBER: 19294178 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Malmquist indices of productivity change in the UK gas industry before and after privatization.**  
Price, Catherine Waddams; Weyman-Jones, Thomas  
Applied Economics, v28, n1, p29(11)  
Jan, 1996  
ISSN: 0003-6846 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 7660 LINE COUNT: 00649

2/3,AB/80 (Item 18 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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09309478 SUPPLIER NUMBER: 19042642 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Spring 1997: the countdown begins.(the announcement of spring books for 1997 is introduced, as emphasis on the approaching millennium is becoming a more prevalent topic throughout the various categories)(Brief Article)**  
Publishers Weekly, v244, n3, p279(1)  
Jan 20, 1997  
DOCUMENT TYPE: Brief Article ISSN: 0000-0019 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 99948 LINE COUNT: 08312

2/3,AB/81 (Item 19 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08075826 SUPPLIER NUMBER: 17142847 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Have database will travel.(Part I: Online Travel Databases)**  
Jacso, Peter  
Database, v18, n4, p14(9)  
August 18, 1995  
ISSN: 0162-4105 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 4511 LINE COUNT: 00350

ABSTRACT: All leading online data services include travel information because the tourist and travel industry is so large in 1995, accounting for over 100 million jobs and two trillion dollars in yearly sales. Users can search for travel information on such databases as Travelfile, Travelshopper, Official Airline Guide, and United Connections. Specialty databases include Lanier's Bed and Breakfast and Zagat's Restaurant Guide.

2/3,AB/82 (Item 20 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07965124 SUPPLIER NUMBER: 17184194 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Waiting time and decision making: is time like money?**  
Leclerc, France; Schmitt, Bernd H.; Dube, Laurette

**ABSTRACT:** Time is a resource. As such, consumers have to make decisions regarding their use of time in the purchase and consumption of goods and services. Using prospect theory and mental accounting as theoretical frameworks, this article investigates whether consumers treat time like money when they make decisions. In a series of studies, we found that the value of consumers' time is not constant but depends on contextual characteristics of the decision situation. Our results also suggest that in deterministic situations, people make decisions involving time losses in a manner consistent with the convex loss function proposed by prospect theory. However, in decision making under conditions of risk, people seem to make risk-averse choices with respect to decisions in the domain of time in contrast to the risk-seeking behavior often found with respect to decisions involving losses of money. We discuss the nonfungibility of time as an explanation for the discrepancy between decisions involving time and those involving money. (Reprinted by permission of the publisher.)

2/3,AB/83      (Item 21 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07554845      SUPPLIER NUMBER: 15806957      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Competitor communications: facilitating practices or invitations to collude? An application of theories to proposed horizontal agreements submitted for antitrust review.**

DeSanti, Susan S.; Nagata, Ernest A.  
Antitrust Law Journal, 63, n1, 93-131  
Fall, 1994

ISSN: 0003-6056      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 18289      LINE COUNT: 01493

**ABSTRACT:** Communications that do not reach the level of becoming horizontal agreements under antitrust law may still be violations under facilitating practices and invitation-to-collude theories. The facilitating practices theory focuses on whether the market is open to coordination and susceptible to tacit collusion, as well as considering procompetitive justifications for the communications in question. The invitation-to-collude theory focuses on solicitation to engage in collusive behavior and whether procompetitive justifications for the communication may exist.

2/3,AB/84      (Item 22 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06817175      SUPPLIER NUMBER: 14560995      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Airlines: setting constraints on hub dominance.**

Saunders, Lisa F.; Shepherd, William G.  
Logistics and Transportation Review, v29, n3, p201(20)  
Sept, 1993

ISSN: 0047-4991      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 8149      LINE COUNT: 00683

**ABSTRACT:** This paper focuses on the dominance of major hub airports by major airlines. The dominance appears to raise airline prices significantly, while also possibly providing economies of density. The question is the relative importance of those effects. We consider an analysis by Brueckner and Spiller, which favors simple monopoly. We find instead that a constraint on hub dominance would probably not reduce the achievement of economies of density by all airlines using each airport. Therefore, pending further research, imposing a limit on hub dominance might improve total efficiency. (Reprinted by permission of the publisher.)

2/3,AB/85 (Item 23 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06808449 SUPPLIER NUMBER: 15272672 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Competition at "duopoly" airline hubs in the U.S.**  
Windle, Robert; Dresner, Martin  
Transportation Journal, v33, n2, p22(9)  
Winter, 1993  
ISSN: 0041-1612 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 3819 LINE COUNT: 00344

ABSTRACT: An investigation was conducted to determine the differences in services and prices between airport hubs dominated by either one or two carriers. The findings showed that hub monopolies result in route domination, which in turn raises the prices into and out of the monopoly hubs. In the presence of a second major carrier, route competition leads to lower average prices. Therefore, it is in the interest of consumers to have two or more carriers operating hubs in a single airport.

2/3,AB/86 (Item 24 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06504023 SUPPLIER NUMBER: 14176719 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Strategic airline policy in the globalizing airline networks.**  
Tae Hoon Oum; Taylor, Allison J.; Anming Zhang  
Transportation Journal, v32, n3, p14(17)  
Spring, 1993  
ISSN: 0041-1612 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 10028 LINE COUNT: 00814

ABSTRACT: The argument that global airline networks will be built by alliances of carriers from different continents rather than a single mega-carrier forming an international network on its own through mergers and acquisitions is examined. Results indicate that countries located near large airline markets must look into the feasibility of a strategic airline policy in attracting a major global network.

2/3,AB/87 (Item 25 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06379120 SUPPLIER NUMBER: 13301950 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Advertising overview; newspaper rep firms give their forecasts for 1993.**  
Kerwin, Ann Marie  
Editor & Publisher, v126, n1, p30(6)  
Jan 2, 1993  
ISSN: 0013-094X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 5637 LINE COUNT: 00460

ABSTRACT: Newspaper representative firms make their 1993 newspaper advertising predictions by advertising category. Cresmer, Woodward, O'Mara and Ormsbee, Landon Assoc; Newspapers First; Papert Cos and Sawyer Ferguson Walker present the advertising strategies of each industry and predict the volume of newspaper advertising by each. Most of the five feel the recession is over, but see any growth in the newspaper industry as a result of working harder and smarter.

2/3,AB/88 (Item 26 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06122001 SUPPLIER NUMBER: 12544899 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Agency automation. (automated reservation systems) (1992 Travel Agency**

**Survey)**

Travel Weekly, v51, n65, pA86(5)

August 13, 1992

ISSN: 0041-2082

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2199

LINE COUNT: 00168

ABSTRACT: The 1992 Travel Weekly survey reports that 96% of travel agents use automated reservation systems when booking air travel or other trip components. About 50% of the respondents report using electronic fare auditing, which was introduced in 1986. Travel agents report having an average of 5.2 computer terminals per location. A summary of computer reservation system services and vendor affiliation is presented.

**2/3,AB/89 (Item 27 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05927930

SUPPLIER NUMBER: 14264894

(USE FORMAT 7 OR 9 FOR FULL TEXT)

**Transportation services. (Industry Overview)**

McNamara, Thomas M.; Palley, Joel P.; Williams, Dave

U.S. Industrial Outlook, p40-1(22)

Annual, 1992

DOCUMENT TYPE: Industry Overview

ISSN: 0083-1344

LANGUAGE:

ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 17737

LINE COUNT: 01484

AUTHOR ABSTRACT: The performance of the economy is the principal factor governing the outlook for these four industries: airlines, trucking, railroads, and water transport. After two years of large losses, prospects for the airline industry in 1992 are dependent on fuel price stability, and the economy. Trucking is investing in new technology, such as satellite tracking of vehicles; rates and profits will continue to be subject to intense competitive forces. Rail freight traffic is expected to recover slightly from losses suffered in 1991, to post moderate gains in 1992. Amtrak passenger miles should grow an average of about 2 to 3 percent annually over the next 5 years. The U.S. flag fleet will continue to be under pressure from rising costs and heavy competition from foreign carriers.

**2/3,AB/90 (Item 28 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05781741

SUPPLIER NUMBER: 11835446

(USE FORMAT 7 OR 9 FOR FULL TEXT)

**Collective bargaining, 1991: recession colors talks.**

Cimini, Michael H.; Behrmann, Susan L.

Monthly Labor Review, v115, n1, p21(13)

Jan, 1992

CODEN: MLARA

ISSN: 0098-1818

LANGUAGE: ENGLISH

RECORD TYPE:

FULLTEXT; ABSTRACT

WORD COUNT: 10240

LINE COUNT: 00837

ABSTRACT: Labor-management relations in 1991 were friendly in most industries, with significant disharmony evident only in the railroad, airline, and heavy equipment industries. An industry-by-industry report on collective labor agreements signed in 1991 is presented.

**2/3,AB/91 (Item 29 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05583707

SUPPLIER NUMBER: 11634236

(USE FORMAT 7 OR 9 FOR FULL TEXT)

**Special report: Universal telephone service; ready for the 21st century?**

Annual review of the Institute for Information Studies. A joint program of Northern Telecom and the Aspen Institute.

EDGE, on & about AT&T, v6, n175, p21(15)

Dec 2, 1991

LANGUAGE: ENGLISH  
WORD COUNT: 61595

RECORD TYPE: FULLTEXT  
LINE COUNT: 05008

**2/3,AB/92 (Item 30 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05578924 SUPPLIER NUMBER: 11705619 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**How your company can control travel costs. (Management Strategy) (includes related article)**

Ballou, Roger H.  
Financial Executive, v7, n6, p54(5)  
Nov-Dec, 1991

ISSN: 0895-4186 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1858 LINE COUNT: 00152

ABSTRACT: Companies can reduce travel costs while allowing business executives to take advantage of the comfort features of business travel through the implementation of some simple cost-efficient strategies. Taking advantage of discounts in air fares can help reduce expenses in the short term. In the long term, expenses can be lowered by focusing on three aspects of travel costs: reservations, payment and expense reporting. The consolidation of travel costs is an effective means of cutting costs at the reservation point, since it allows companies to increase their purchasing power by negotiating with one or two travel agencies instead of hundreds scattered around the country. The use of a multipurpose corporate card helps reduce dependence on cash advances during payment. Automation helps streamline the expense-reporting process.

**2/3,AB/93 (Item 31 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05526778 SUPPLIER NUMBER: 11583199 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The 20th annual All-American Research Team. (leading brokerage-firm analysts) (includes related article) (Cover Story)**

Institutional Investor, v25, n11, p81(46)  
Oct, 1991

DOCUMENT TYPE: Cover Story ISSN: 0020-3580 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 35591 LINE COUNT: 02882

ABSTRACT: Institutional Investors' All-America Research Team, a listing of the leading brokerage firm analysts, is presented for 1991. The criteria for selection were the trader's ability to update clients on current stock developments, flexibility in adopting their client's views when deemed right, willingness to take unpopular stands, and ability to accept personal faults and erroneous decisions. The new-timers and old-timers on this year's roster of winners were selected on the basis of questionnaires distributed to over 80 industrial and investment firms and 800 money management firms. Lists of the winning financial analysts according to their industry specialization are presented.

**2/3,AB/94 (Item 32 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04593171 SUPPLIER NUMBER: 09036261 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**ATA questions value of bomb detectors at high-risk airports. (Air Transport Association)**

Dorsey, Jennifer  
Travel Weekly, v49, n42, p11(1)  
May 24, 1990

ISSN: 0041-2082 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 439 LINE COUNT: 00035

2/3,AB/95 (Item 33 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04535072 SUPPLIER NUMBER: 08786939 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Resources for the business traveler; online services can save time and money. (Online Travel Planning)**  
Fryxell, David A.  
Link-Up, v7, n1, p18(2)  
Jan-Feb, 1990  
ISSN: 0739-988X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 1410 LINE COUNT: 00106

2/3,AB/96 (Item 34 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04089346 SUPPLIER NUMBER: 07842695 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Getting 'information, not just data.' (latest from airline computer reservation industry)**  
Henderson, Danna K.  
Air Transport World, v26, n8, p54(6)  
August, 1989  
ISSN: 0002-2543 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 5493 LINE COUNT: 00437

2/3,AB/97 (Item 35 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04081466 SUPPLIER NUMBER: 07847625 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The future of transactional card technologies.**  
Urrows, Henry; Urrows, Elizabeth  
Optical Information Systems, v9, n4, p190(19)  
July-August, 1989  
ISSN: 0886-5809 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 16993 LINE COUNT: 01397

2/3,AB/98 (Item 36 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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03500565 SUPPLIER NUMBER: 06321829 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Index of employers. (hospital profiles) (Nursing Opportunities supplement)**  
RN, v51, n1, pS6(377)  
Jan, 1988  
ISSN: 0033-7021 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 210302 LINE COUNT: 18943

2/3,AB/99 (Item 37 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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03324357 SUPPLIER NUMBER: 06071796 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Senate OKs air service legislation. (less stringent than House bill)**  
Dorsey, Jennifer  
Travel Weekly, v46, n98, p1(3)  
Nov 9, 1987  
ISSN: 0041-2082 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 1602 LINE COUNT: 00128

2/3,AB/100 (Item 38 from file: 148)



DIALOG(R)File 148:Gale Group Trade & Industry DB  
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02981853      SUPPLIER NUMBER: 04564093      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Let your airline do the planning; airlines can provide much more than  
transportation: some can write promotional material and even locate  
audiovisual suppliers. (Special Section: Sales Meetings) (column)**  
Skolnik, Rayna  
Sales & Marketing Management, v137, p102(5)  
Nov, 1986  
CODEN: SMMAD      ISSN: 0163-7517      LANGUAGE: ENGLISH      RECORD TYPE:  
FULLTEXT  
WORD COUNT:    2710      LINE COUNT:    00217

2/3,AB/101      (Item 39 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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02332803      SUPPLIER NUMBER: 03791277      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The DOT settles into role as Board ends era. (Sunset) (Deregulation: The  
New Era)**  
Poling, Bill  
Travel Weekly, v44, p13(2)  
May 31, 1985  
ISSN: 0041-2082      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT:    979      LINE COUNT:    00075

2/3,AB/102      (Item 40 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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02028013      SUPPLIER NUMBER: 03113967      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The retailer; top agency spokesmen consider transitional problems facing  
trade; analyzing change.**  
Travel Weekly, v43, p45(11)  
Jan 31, 1984  
ISSN: 0041-2082      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT:    7413      LINE COUNT:    00540

2/3,AB/103      (Item 41 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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01889045      SUPPLIER NUMBER: 02923089      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**RGI 16th annual restaurant growth index.**  
Restaurant Business, v82, p85(43)  
Sept 15, 1983  
ISSN: 0097-8043      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT:    21106      LINE COUNT:    01685

ABSTRACT: The Restaurant Growth Index attempts to report on the  
statistical measure of growth potential in the industry. Makeup of  
households, their expenditures and their dining out expenditures are a few  
of the tables compiled for 1982.

2/3,AB/104      (Item 42 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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01751361      SUPPLIER NUMBER: 02736478      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**American Airlines' Advantage blaze airline industry trail.**  
Levere, Jane  
Travel Weekly, v42, p38(7)  
April 30, 1983  
ISSN: 0041-2082      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT

WORD COUNT: 3083 LINE COUNT: 00231

2/3,AB/105 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

25048752

Canada NewsWire summary of releases for Thursday, September 19, 2002

CANADA NEWSWIRE

September 19, 2002

JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 4456

TORONTO, Sept. 19 /CNW/ - General# C0334 - FREDERICTON, N.B. :  
VisuAide Inc. Receives the CNIB's Winston Gordon Award  
(VisuAide-CNIB-award) C2100 - TORONTO : CSA International Announces  
Voluntary Recall by Black & Decker (U.S.) Inc. to Repair CMM1000 19-inch  
Cordless Electric Lawn Mowers (Black&Decker-recall) C2344 - WINNIPEG :  
Trucking Alliance, Teamsters Call on Transport Ministers to Support Safer  
Hours Rule (safer-truck-hour- rule ) C2408 - TORONTO : The Start of  
School Means the Start of Financial Responsibility for University and  
College Students (MastrCard-student-prog) C2478 - September 19 : 'Brieco'  
earns Dalhousie University students an opportunity to win Shad Valley  
Awards (RBC-Dalhousie-program) C2482 - September 19 : 'Exantlo' earns  
University of New Brunswick students an opportunity to win Shad Valley  
Awards (Shad-Valley-Awards) C2489 - TORONTO : McDonald's and BREAKFAST FOR  
LEARNING, Canadian Living Foundation Kick-Off Yearlong Fundraising Drive  
(McDonald's-fundraiser) C2490 - September 19 : 'MoistSense' earns Carleton  
University students an opportunity to win Shad Valley Awards  
(RBC-program-Carleton) C2506 - September 19 : 'Big Green Tree Planting Kit'  
earns McMaster University students an opportunity to win Shad Valley Awards  
(Shad-Valley-awd- opp.) C2508 - September 19 : 'GreenTeach' earns Lakehead  
University students an opportunity to win Shad Valley Awards  
(RBC-Shad-Awd-Lakehead) C2524 - September 19 : 'Bovine Nutrient Management  
Apparatus' earns Queen's University students an opportunity to win Shad  
Valley Awards (RBC-Shad- Awd.-Queen's) C2526 - TORONTO : National Study  
Demonstrates Urgent Need To Upgrade Financial Management Skills Of Young  
Canadians (youth-finance-study) C2528 - September 19 : 'Watersalve' earns  
University of BC students an opportunity to win Shad Valley Awards  
(RBC-awd-BC-nominees) C2529 - September 19 : 'MONTEG' earns University of  
Calgary students an opportunity to win Shad Valley Awards  
(RBC-Shad-Awd.-Calgary) C2540 - September 19 : 'Flush... More or Less'  
earns University of Waterloo students an opportunity to win Shad Valley  
Awards (RBC-London-U- awards) C2559 - OTTAWA : 'A Touch of Venice'  
(a-touch-of-Venice) C2564 - VANCOUVER : Fraser Institute says hospital  
waiting times longer: over 3.5 percent of Canadians waiting for treatment  
(long-hospital-waits) C2581 - TORONTO : College education breaking the bank  
(student-alliance- fees) C2588 - WEST VANCOUVER, BC : Fish Farming and  
Environment Summit Offers (BCAFC-summit-offers) C2589 - VANCOUVER :  
Low-emission fuel engine system wins sustainable development award  
(Westport-wins-award) C2596 - VANCOUVER : DV BIA to Honour Mayor Philip Owen  
(DV BIA-to-honor- Owen) C2607 - TORONTO : Bruce Mau Design and Design School  
at George Brown College to announce partnership (Design-Schools-teamup)  
C2618 - TORONTO : Urban Alliance on Race Relations (Race-Relations- report)  
C2619 - TORONTO : Media Advisory - IIDEX(R)/NeoCon(R) Canada Celebrates the  
Best in Design with Canada's Largest Trade Show for Interior Design  
(Interior-Design-show) C2625 - OTTAWA, ON : Safety Alert - Presence of  
salmonella bacteria in Merrick brand Pet Treats Delicatessen Style Beef  
Steak Patties (presence- salmonella) C2627 - OTTAWA, ON : Sulphite Allergy  
Alert - Undeclared Sulphites in Safeway Select Firecrackers Appetizers  
(Beef, Cheese & Jalapeno) (sulphite- allergy-aler) C2629 - MONTREAL :  
Mission accomplished - Avestor, subsidiary of Hydro- Qu Debrec and  
Kerr-McGee, ready to market lithium-metal-polymer battery (a-  
HydroQc-Avestor-Ker) C2631 - LONDON : Open Statement of Apology by Damien  
Hirst (Damien-Hirst- apology) C2632 - OTTAWA, ON : Health Hazard Alert-  
Little Qualicum Cheeseworks Ltd. Tiny Tomme cheese may contain listeria  
monocytogenes (health-alert- listeria) C2635 - PENETANGUISHENE, ON : OPSEU  
- Notice of news conference (OPSEU- news-conference) C2636 - MONTREAL : /R

E P E A T/ - AVESTOR Launches the World's First Manufacturing Plant for Revolutionary Lithium-Metal-Polymer Batteries - MEDIA INVITATION (a-avestor-mediaInvita) C2639 - MONTREAL : The Montreal Eye Clinic - Reminder - Invitation - Press Conference and Live Surgery (a-MtlEyeClinic-CV) C2640 - MONTREAL : /R E P E A T/ - Air Canada Offers The World With Savings Up To 40 Per Cent Off Fall And Winter Travel (a-AirCnda-savings) C2646 - MONTREAL : /R E P E A T/ - Media Advisory - A commercial investment of more than \$50 million on the Montreal North Crown - Inauguration of the New Place Rosem Gere (a-investMorguard-cv) C2659 - MONTREAL : Canadians' Coffee Consumption Helps Cause - Money raised is used to help people with Alzheimer Disease in local communities (a-socAlzhCda-coffee) C2662 - MONTREAL : /R E P E A T/ - Mission accomplished - Avestor, subsidiary of Hydro-Qu Debec and Kerr-McGee, ready to market lithium-metal- polymer battery (a-HydroQc-Avestor-Ker) C2667 - MINNEAPOLIS, MN : Spine-Tech products featured at Congress of Neurological Surgeons. (Spine-Tech-products) C2668 - MAITLAND, Ontario : ULTRAMAR WELL POSITIONED to Supply Eastern Ontario Efficiently (a-Ultramar-Ontario) C2672 - OTTAWA : Canada/US Partnership and Local Landowners Conserve Key Essex Region Wetland Habitat (Wetland-habitat-grant) C2673 - TORONTO : Funding Formula Penalizes Our Students - Say Ontario's French-Language Public Schools Trustees (funding-formula-stude) C2674 - BARNEVELD, The Netherlands : Baan Customer Service and Support achieves ISO 9001:2000 certification (Baan-ISO-certificatn) C2676 - OTTAWA : The Daily - Statistics Canada (The Daily) C2677 - MONCTON, NB, HALIFAX, NS : Media Advisory - Launch of Halifax - Moncton Growth Corridor (Halifax-Moncton-Growth) C2679 - OTTAWA : Heritage Canada Announces New Research Report on Heritage Tourism (Heritage-Tourism) C2681 - IRVINE, Calif. : Land Rover Steps Up Recruitment For Global Adventure (CA-LandRover-challenge) C2681 - IRVINE, Calif. : Land Rover Steps Up Recruitment For Global Adventure (CA-LandRover-challenge) C2684 - TORONTO : Flying solo not first choice for Canadian lawyers (Cdn-lawyers-survey) C2687 - OTTAWA : Advisory - Deputy Prime Minister John Manley to visit Atlanta, Georgia (Manley-visit-Atlanta) C2693 - OTTAWA : MEDIA ADVISORY - Canada-Manitoba Affordable Housing Program Agreement (Affordable-Housing) C2709 - TORONTO : Media Advisory - Sympatico.ca Users Remember September 11 and Prepare For A New School Year (Sympatico.ca-Top-10) C2720 - TORONTO : Media Advisory - Emergency medical skills on **display** at Basic Trauma Life Support Conference (Emerg-medical-skills) C2722 - VANCOUVER : Allan Rock announces \$69 million for research in the human sciences (research-human-scienc) C2724 - TORONTO : Media Advisory - City of Toronto officially opens 'Cross' Roads Skateboard Park (Skateboard-Park-opens) C2725 - PENETANGUISHENE, ON : Union wins vote to represent correctional officers at private superjail (OPSEU-reps-jail-staff) C2739 - MONTREAL : Ivanhoe Cambridge - A new selection of stores unique in downtown Montreal - Place Montr Deal Trust opens its 'Garden Level' with four popular stores including Winners (a-Ivanhoe-Mtl-Trust) C2745 - MONTREAL : Mercer Management Consulting Limited - Firms Facing a Growth Crisis Should Look to Their 'Hidden Assets' (a-mercerManagmn-asset) C2746 - OTTAWA : Dateline Hong Kong: Two fellowships awarded (fellowships-award) C2752 - OTTAWA : September Canada Child Tax Benefit payments (Canada- Child-Tax) C2757 - NORTH BAY : North Bay Hydro workers back to negotiating table Friday, hope to settle strike (North-Bay-hydro-strik) C2759 - HALIFAX : Canada's Newest Growth Corridor Launched (new-growth- corridor) C2767 - TORONTO : Set highway workweek limit at 60 hours, truckerhours.ca radio ads say (truckerhours.ca-ads) C2771 - SARNIA, ON : Eves announces Sarnia border improvements (Sarnia-border-improvmt) C2772 - TORONTO : Media Advisory - Industry Canada (Bruce-County- investmt) C2773 - ALMA : Alcan inaugurates state-of-the-art Alma Complex US\$2.2- billion facility strengthens Quebec base (a-Alcan-Inaugur-Alma) C2776 - WATERLOO, ON : Media Advisory - Government of Canada to announce investment with DALSA Corporation (investment-DALSA-Corp) C2778 - HALIFAX : Teachers welcome Minister's call for mediation (NS- teachers-mediation) C2782 - OTTAWA : Visit of Indian Foreign Minister (visit-Indian-Minister) C2786 - TORONTO : Toyota Canada to donate \$500,000 towards the construction of Canadian Nikkei Heritage Hall at the Japanese Canadian Cultural Centre (Toyota-donation-JCCC) C2787 - ROSEMERE : Super-regional shopping complex now in Rosem Gere The new Place Rosem Gere clocks in at over 1 million square feet (a-Place-Rosem Gere-New) C2790 - MONTREAL : Reader's Digest Canada Selects New Companies for Retail Book Sales and Distribution (a-ReaderDigest-NewCie) C2794 - OTTAWA :

Canada Congratulates Afghanistan on Completing Ratification of the Ottawa Convention (cda-congratulates-afg) C2796 - ROSEMERE, Quebec : Morguard Investments Limited - Official opening of the new Place Rosem Gere: A \$50 million business investment for Montreal's North Crown - 450 new jobs in the area (a-morguard-plcRosemer) C2797 - TORONTO : Food Safety Key to Developing Global Brand Identity for Canadian Food Products (MapleLeaf-food-safety) C2806 - YELLOWKNIFE, NWT : Government of Canada Announces \$1.1M Contract for Design of New Federal Building in Yellowknife (Building-in-Yellowkni) C2809 - MONTREAL : AVESTOR Inaugurates the World's First Lithium-Metal-Polymer Battery Manufacturing Plant (a-Avestor-lith-plant) C2812 - TORONTO : Canadian Small and Medium Sized Businesses Face Time Crunch (a-UPS-CdianSME-crunch) C2824 - GUELPH, ON : FDA meeting to discuss safety issues and acetaminophen (FDA-acetaminophen) C2826 - QUEBEC : Provincial Plan to introduce private, for profit MRI/CT a lose-lose situation (private-MRI-CT-plan) C2835 - TORONTO : New Kids Help Phone Website Offers Online Counselling (Kids-Help-Phn-Website) C2838 - LONDON, ON : Space robotics lands on Earth (CSTAR-MD-Robotics) C2852 - TORONTO : New Video Aimed at Teens takes the 'Ewww!' out of Accounting (CGA-video-4-students) C2865 - TORONTO : Media Alert - Ontario Catholic School Trustees respond to Education Equality Task Force (OCSTA-Edcatn-Equality) C2869 - MONTREAL : Molson adds new brand to portfolio - Rickard's launches new Honey Brown (a-Molson-Rickard's) C2872 - TORONTO : The St. Lawrence Market hosts the 5th Annual Global Roots Festival September 20, 21, 2002 (Global-Roots-Festival) C2876 - OTTAWA : The Government of Canada announces funding for H.B. Publishers Ltd. for forestry industry magazine (funding-H.B.-Publishe) C2877 - TORONTO : Media Advisory - Child Care Advocates Host News Conference on The Early Years Study - Three Years Later (News-Conf-Early- Years) C2879 - TORONTO : Court decision puts Bell Canada pay equity deal on hold (Bell-Cda-deal-delayed) C2885 - MISSISSAUGA, ON : Sex in the City... Centre (Sex-in-the-City-Centr) C2888 - WINNIPEG : Dhaliwal announces \$2.5 million for renewal of Manitoba Model Forest Partnership (MB-Model-Forest) C2889 - TORONTO : burdifilek sweeps ARIDO 2002 awards (burdifilek-ARIDO- awds) C2896 - TORONTO : Media Advisory - Education Minister breaks ground at local school (Ed-Min-breaks-ground) C2897 - OTTAWA : Appointments to the Canadian Air Transport Security Authority (appointments-to-CATSA) C2899 - BEAMSVILLE, ON : Opening ceremony for new Long-Term Care Facility in Beamsville (Beamsville-facility) C2906 - TORONTO : Media Advisory - Industry Canada (IndustryCAN-Media- Adv) C2907 - CALGARY : After the Tragic Events of September 11, 2001, Many People are Soul Searching! (Riaz-Manji-book-sign) C2917 - TORONTO : Toronto Star and local music impresario Dan Burke serve up Canada's hottest 'indie' bands to hip Queen Street crowd, September 20 & 21 (concert-indie-bands) C2923 - TORONTO : CRASH Backgrounder: Trucking industry arguments should be examined (Trucker-CRASH-backgr.) C2926 - VANCOUVER, BC : British Columbia Representatives Share Views on Canada's Innovation Strategy (BC-share-views) C2927 - TORONTO : CAW members to vote on tentative agreement at GM Canada on Saturday and Sunday (CAW-GM-agreement-vote) C2929 - EDMONTON, AB : Federal funding helps Dene Tha' First Nation take historic first step into oil and gas drilling business (Dene-Tha'-First-Natio) C2934 - ST. CATHARINES, ON : Probable human case of West Nile Virus in Niagara (WestNileVirus-Niagara) C2936 - TORONTO : Media Advisory - Government of Ontario honours 277 local volunteers (volunteers-honoured) C2938 - MONTREAL : New Executive Producer for the NFB's Studio A (a-NFB- new-executive) C2940 - TORONTO : More for less: LAWPRO(R) expands coverage, reduces premiums for 2003 (LAWPRO-coverage-2003) C2941 - TORONTO : Media Advisory - Government of Ontario honours 195 local volunteers (Volunteer-Service-Awd) C2944 - OTTAWA : Prime Minister announces new President of the Canadian Food Inspection Agency (new-president-CFIA) C2950 - TORONTO : Elementary teachers describe crumbling classrooms, failing schools at hearings on school funding (hearings-school-fund) C2954 - TORONTO : 2003 Toyota Echo: Revised styling, exceptional value and unbeatable quality (2003-Toyota-Echo) C2957 - TORONTO : Toyota RAV4: Hot little SUV gets added value plus 'Chili' for 2003 (Toyota-RAV4-add-value) C2959 - MONTREAL : Shipping Federation seeks to strengthen competitive position of Halifax Port Authority (a-ShipFedCanada) C2961 - MATANE : Farrah Announces Harbour Improvements at Matane, Quebec (harbour-improvements) C2967 - TORONTO : City of Toronto Statement (City-of-TO-statement) C2971 - VANCOUVER, BC : Minister Rock Announces \$7.4 Million in Funding for Research and Innovation in British Columbia

(7.4-mil-funding-in-BC) C2976 - TORONTO : Contest encourages smokers to quit (quit-smoking-contest) C2985 - TORONTO : CAW leadership from General Motors plants arrive in Toronto for meeting Friday (September 20) (CAW-GM-leaders-meet) C2986 - LONDON, ON : Media Advisory - Molinari leads consultation in London (Molinari-London-visit) C2999 - VANCOUVER, BC : Allan Rock Announces Funding for Driving Canadian Innovation in Space and Cyberspace (Space-and-cyberspace) C3008 - MISSISSAUGA, ON : Interim Place - Official opening of new shelter - September 20 (opening-new-shelter) C3010 - MONTREAL : Ministere des Transports - ROND-POINT DE L'ACADIE: AN AREA TO AVOID AT NIGHT FOR THE NEXT FEW WEEKENDS (a-MnTrn-Acadie-Avoid) C3012 - HALIFAX, NS : Government of Canada Contract Highlights (Contract-Highlights) C3023 - VANCOUVER : Canadian Space Agency and MDA Sign Contract to Define Mission to Mars (a-CSA-MDA-ctract-Mars) C3029 - VANCOUVER : Blayne Johnson reacts to partial Court of Appeal victory in Cartaway matter (Blayne-Johnson-reacts) C3031 - TORONTO : Maple Leafs' exhibition games available to Bell ExpressVu Subscribers (Maple-Leafs-ExpressVu) C3033 - TORONTO : 225 local volunteers honoured by the Ontario government (ON-volunteers-honored) C3044 - OTTAWA : Allergy Alert - Undeclared peanut protein in quality brand Rajgira Laddu and Rajgira Chikki (CFIA-alert-Rajgira) C3059 - MONTREAL : Canadian Telecommunications Employees Association - 'CEP Sabotages Democratic Vote At CTEA' (a-CTEA-Vote) C3062 - NORTH DUNDAS, ON : Body Identified In Fatal Fire - North Dundas Township Update (North-Dundas-body) C3069 - TORONTO : Canadian businesses win prestigious arts awards (Business-Arts-Awards) C3079 - WINDSOR, ON : Media Advisory - Opportunities Abound for Automotive Innovation at AUTO21 Network of Centres of Excellence Annual Scientific Conference (AUTO21-conference) C3080 - WINNIPEG : Pick 3 and Prairie Keno winning numbers (WCLC-pick-3-keno) C3084 - TORONTO : Ontario Lottery and Gaming Corporation - Lottery winning numbers (olgc-pick3-keno-supr7) Business/Financial# C1765 - CONCORD, ON : Tesma Announces Fiscal 2002 Fourth Quarter and Year-End Results (Tesma-Q4-Yr-End-reslt) C2041 - NEW YORK : Get It Online; Calvin Klein Cosmetics Announces Launch of CRAVE Website (NY-Calvin-Klein-CRAVE) C2324 - TORONTO and MONTREAL : State Street Global Advisors, Ltd. - Distribution Notice for SSgA Dow Jones Canada Titans 40 Index Participation Units (SSgA-DJTitans40-distr) C2542 - TORONTO : Leeward's low risk approach provides high performance (Leeward-hedge-works) C2565 - BEIJING : Ivanhoe Energy and PetroChina to jointly develop large natural gas deposits in China (Ivanhoe-China-nat-gas) C2569 - EDMONTON, AB and DARMSTADT, GERMANY : Metastatic Breast Cancer Vaccine Trial to Continue, Biomira and Merck KGaA Await Final Results (Biomira-vaccine-trial) C2572 - EDMONTON, AB and DARMSTADT, GERMANY : Biomira Inc. - First Patient Enrolled in a New Theratope(R) Vaccine Phase II Trial (Biomira-PhaseII-Trial) C2573 - CALGARY : WellPoint Systems Appoints New CFO (WellPoint-new-CFO) C2574 - CALGARY : Progress Announces British Columbia Property Acquisition, Farmin and \$25 Million Equity Financing (Progress-Enrgy-Farmin) C2575 - CALGARY : Pengrowth Energy Trust Announces B.C. Oil And Gas Producing Property Acquisition (Pengrowth-Acquisition) C2579 - TORONTO : Today on InvestorCanada.com...Las Vegas as an Indicator of the U.S. Economy? (InvestorCanada.com) C2584 - TORONTO : RBC Royal Bank to add 450 jobs (RBC-adds-450-jobs) C2595 - VANCOUVER : FatPort Adds First Best Western Hotel Location to Wi-Fi Network (Fatport-Best-Western) C2601 - TORONTO : MDS Reports Third Quarter 2002 Results (MDS-Q3-2002-results) C2602 - LAS VEGAS, NV : Laredo Investment Corp. (LRDI) Announces results of the six months ending June 30, 2002 consolidated financial statements (LAREDO-results) C2603 - SURREY, BC : Silent Witness Announces Unaudited Financial Results for the Year Ended July 31, 2002 (Silent-Witness-yr-end) C2608 - TORONTO : Social Capital Partners Makes First Social Enterprise Investments (social-enterprises) C2616 - WATERLOO, ON : Research In Motion files fourth complaint against Good Technology (RIM-4th-complaint) C2617 - MISSISSAUGA, ON : Prime Restaurants Royalty Income Fund Announces September Cash Distribution (Prime-Restaurants) C2620 - TORONTO : SYN X Pharma Receives U.S. Patent for its Alzheimer's Disease Diagnostic Technology - Simple Blood Test One Step Closer to Commercialization. (Syn-X-receives-patent) C2649 - TOKYO GAME SHOW - ROPPONGI, Japan : NVIDIA and Square Partner to Bring Final Fantasy XI to the PC (CA-NVIDIA-Square-Part) C2651 - TOKYO GAME SHOW - ROPPONGI, Japan : NVIDIA and Square Partner to Bring Final Fantasy XI to the PC (CA-NVIDIA-Square-Part) C2652 - TOKYO GAME SHOW - ROPPONGI, Japan : NVIDIA and Square Partner to Bring Final Fantasy XI to the PC

(CA-NVIDIA-Square-Part) C2653 - TOKYO GAME SHOW - ROPPONGI, Japan : NVIDIA and Square Partner to Bring Final Fantasy XI to the PC  
 (CA-NVIDIA-Square-Part) C2656 - VANCOUVER, British Columbia : Prospector Consolidated Resources Announces Private Placement Financing  
 (CA-Prospector) C2671 - CINCINNATI : Cintas Reports First Quarter Fiscal 2003 Sales and Profits (OH-Cintas-1st-Quarter) C2680 - TORONTO : Bell Canada and Avaya Team Up to Provide Turnkey Multimedia Contact Centre Solution for Canadian Businesses (Avaya-Bell-Canada) C2682 - TORONTO : Lydia Diamond Exploration of Canada Ltd. - exploration update (Lydia-exploratn-updat) C2686 - SAN JOSE, Calif. : Calpine to Sell British Columbia Oil and Gas Properties (CA-Calpine-Corporatn) C2692 - TORONTO : SouthernEra's Messina Platinum Commissions Phase 1 Concentrator Plant (SouthernEra-new-plant) C2696 - MONTREAL, Quebec : Media Advisory - Alcan Inc. to Present Financial Risks Briefing (a-Alcan-Risk-briefing) C2697 - ATLANTA : Admiralty Announces Discussions Regarding Location of Lost Hydrogen Bomb (GA-Admiralty-bomb) C2699 - TORONTO : OSC - Re: 3D Visit Inc. (OSC-3D-Visit-Inc.) C2702 - TORONTO : CMA Canada's corporate governance guideline designed to improve the performance of company boards, CEOs (CMA-Cda-guidelines) C2703 - TORONTO : CIBC Mellon is Canada's Number One Subcustodian (CIBC- Mellon-No.1-Subc) C2704 - ATLANTA : Delta Connection(R) Expands Regional Jet Service at Montreal (GA-Delta-Atl-Montreal) C2705 - VANCOUVER, Canada : Cardiome Pharma announces sale of Anti- Tussive program to UCB, S.A. (a-Cadiome-announ-sale) C2707 - CHELMSFORD, Mass. : Brooks-PRI Automation Strengthens OEM Offering with Definitive Agreement To Acquire Berkeley Process Control (MA- Brooks-PRI-acquire) C2708 - PEMBROKE, Bermuda : Tyco to Hold Investor Conference Call at 8:00 am EDT on Wednesday, September 25, 2002 (Tyco-conference-call) C2710 - CHARLOTTE, N.C. : CIBC Mortgages Inc. Selects MortgageRamp's DealCentral (NC-CIBC-MortgageRamp) C2711 - TORONTO : Residential Equities Real Estate Investment Trust announces September 2002 distribution (ResREIT-distribution) C2712 - MEMPHIS, TN : FedEx Corp. Reports Higher First Quarter Earnings (FedEx-Q1-earnings) C2713 - TORONTO : Market Regulation Services - Trading Halt - KeyWest Energy Corporation - KWE (TSX-trade-halt) C2715 - SAN FRANCISCO, CA, SunNetwork(sm) 2002 Conference and Pavilion : Entrust Integrates with Sun Microsystems to Deliver Internet Security Solutions (Entrust-integrates) C2716 - TORONTO : Canadian Small and Medium Sized Businesses Face Time Crunch (UPS-research-study) C2723 - CALGARY : KeyWest Energy Makes \$60 Million Purchase (KeyWest-make- purchase) C2727 - MONTREAL : SINC announces the grand opening of its IBM Business Partner Affiliated WebSphere Innovation Center (IBM-WebSphere-Center) C2736 - TORONTO : Canadian Tire declares quarterly dividend (CanadianTire- dividend) C2738 - QUEBEC : H2O Innovation completes the acquisition of the 'Groupe OxydH2O' companies (a-H2O-compl-acquisiti) C2740 - TORONTO : Bell Canada and Avaya Team Up to Provide Turnkey Multimedia Contact Centre Solution for Canadian Businesses (Avaya-Bell-Canada) C2742 - TORONTO : Market Regulation Services - Trade Resumption - KeyWest Energy Corporation - KWE (TSX-trade-resumption) C2747 - BRUSSELS, Belgium : Tyco Flow Control Wins Prestigious Frost & Sullivan Leadership Award (MA-Tyco-award) C2749 - TORONTO : GT Group Telecom granted extension of CCAA protection (Group-Telecom-extensn) C2754 - FREDERICTON, NB : Lord to outline eNB Strategy at national e- government conference (TEexpo-2002-NB-Premier) C2756 - TORONTO : Zaruma Outlines Progress on El Foco-Chicanan East Joint Venture Gold Project (Venezuela) (Zaruma-joint-venture) C2758 - EDMONTON : Federal Funding Helps Dene Tha' First Nation Take Historic First Step Into Oil and Gas Drilling Business (INAC-federal-funding) C2763 - TORONTO : Global Strategy Master LP (Global-Strat-Mastr-LP) C2780 - TORONTO : Multi-Manager Limited Partnership I (Multi-Manager- Limited) C2784 - TORONTO : Scotiabank Commodity Price Index eases in August, says Scotiabank economist (Scotiabank-index-down) C2788 - CALGARY : Tribute Minerals Extends VMS Zone on Dixie Property Red Lake & Initiates Regional Gold Program (Tribute-extends-zone) C2820 - BOCA RATON, Fla. : School Safety Tips For Parents From ADT's SafeKids(R) Program (FL-ADT-SafeKids-prog) C2821 - TORONTO : Royal LePage Real Estate Services Ltd. announces senior management appointments (Royal-LePage-managemt) C2823 - TORONTO/WINNIPEG : Unsafe at any speed: Don't increase truckers' hours, say Steelworkers (USWA-re:-truck-hours) C2825 - MONTREAL : Boralex Power Income Fund Declares Cash Distribution (a-Boralex-cash-distri) C2841 - MONTREAL : Teleglobe Inc. announces sale of core business (Teleglobe-sale-core) C2842 - SAINT-LAURENT, QC : Neurochem Inc. Announces 2002 Year-end Results

(Neurochem-results) C2844 - CHICAGO, IL : Personalized service and Gold Passport Program puts Park Hyatt on top (Park-Hyatt-on-top) C2845 - MONTREAL : CGI Expresses Comfort with Previously Stated Guidance (a-CGI-expressesComfor) C2846 - TORONTO : Davis + Henderson Income Fund Announces September, 2002 Distribution (Davis+Henderson-dist) C2854 - VANCOUVER : PRT Announces Third Quarter Distribution (PRT-Q3- distribution) C2856 - DENVER : Steven B. Hochhauser Appointed President and COO of Johns Manville (CA-Johns-Manville) C2858 - TORONTO : Lydia Diamond Exploration of Canada Ltd. - Diamond- bearing kimberlitic rock discovered (Lydia-diamond-rock) C2862 - CALGARY : Tiverton Announces Drilling Success at Bellshill (Tiverton-drilling) C2863 - TORONTO : Atlas Cold Storage Income Trust announces third quarter cash distribution (Atlas-Cold-distributn) C2864 - VANCOUVER, BC : TELUS Completes \$337 Million Equity Offering to Fund \$400 Million Debt Buyback (TELUS-debt-buyback) C2866 - TORONTO : Sun Life Financial President and COO to speak at Banc of America Securities 32nd Annual Investment Conference in San Francisco (Sun- Life-Pres.-speaks) C2870 - BURNABY, BC : Swiss Water Decaffeinated Coffee Income Fund announces September cash distribution (SWS.UN-distribution) C2873 - MONTREAL : Mitec Telecom Inc. Will Hold a Conference Call to Discuss its First Quarter Results (a-Mitec-cv-Q1) C2878 - WINNIPEG : Lanesborough Real Estate Investment Trust (Lanesborough-approve) C2884 - CALGARY : ASC Issues Interim Order Prohibiting Former Proprietary Execs From Acting as Directors, Officers (ASC-Interim-Order) C2886 - TORONTO : On today's Canada's Business Report...TECSYS Inc. - Software for Tough Times (Canada's-Business-Rpt) C2890 - QUEBEC CITY : Cominar Real Estate Investment Trust Announces September monthly distribution (a-Cominar-sept-distri) C2909 - TORONTO : Innvest Real Estate Investment Trust announces monthly distribution (Innvest-REIT-distri) C2912 - PLANO, Texas : EDS Names Stuart Doyle Senior Vice President for EDS' General Motors Business; Doug Hoover to Lead Global Sales Team for EDS Operations Solutions (TX-EDS-Sr-Vice-Pres) C2913 - OTTAWA : Consumer Confidence Dips in Canada (Investors-Group- Decim) C2918 - RICHMOND, BC : Con-Space profits higher than forecast (Con-Space-high-profit) C2924 - TOLEDO, Ohio : Dana Corporation Facility Earns Canada's Quality Award for Excellence (OH-Dana-Corporation) C2928 - TORONTO : Market Regulation Services - Trading Halt - KeyWest Energy Corp. - KWE (TSX-trade-halt) C2931 - CALGARY : KeyWest Energy Corporation Announces Equity Financing (KeyWest-financing) C2943 - VANCOUVER : Spectra Announces Withdrawal of Share Reorganization (Spectra-withdrw-reorg) C2951 - TORONTO : Mackenzie Income Trust (Mackenzie-IncomeTrust) C2953 - TORONTO : Kinross Gold Corporation; Bema Gold Corporation (CMM- award-settlement) C2960 - VANCOUVER : Bema/Kinross receive US\$24 million from Refugio arbitration proceedings (Bema-Kinross-Refugio) C2966 - CALGARY : NEB Denies a Request From the Province of New Brunswick to Implement Rules for Short-Term Natural Gas Exports (NEB-denies-request) C2969 - TORONTO : OSC sets hearing date to consider settlement between BMO Nesbitt Burns Inc. and Staff of the Commission (OSC-hearing-BMO-Staff) C2975 - TORONTO : Cott Corporation CFO Raymond P. Silcock presents at the Scotia Capital Back to School Retailing & Consumer Conference (Cott-BacktoSchl- Conf) C2980 - TORONTO : Market Regulation Services - Trading Halt - 5 Mulvihill Trust Units - PR.UN, PAM.UN, DWT.UN, GIP.UN, FPU.UN (TSX-trade-halt) C2984 - PENNSAUKEN, N.J. : RCM Technologies Canada Awarded Contract With SAP Canada to Provide Consulting Services (NJ-RCM-Tech-contract) C2987 - MONTREAL, Quebec : NHC Communications announces \$1.8 million order from Second Major US ILEC for its ControlPoint(TM) solutions (a-NHC- 1.8M\$Order-US) C2992 - TORONTO : Mulvihill Summit Digital World - DWT.UN - (Digital World Trust) Declares Quarterly Distribution (Mulvihill-Summit-dist) C2995 - TORONTO : Mulvihill Premium Oil & Gas - FPG.UN - (First Premium Oil & Gas Income Trust) Declares Quarterly Distribution (Mulvihill-FPG.UN- dist) C2997 - CALGARY : APF Energy Trust Announces \$0.15 Monthly Distribution (APF-distribution) C3000 - TORONTO : Mulvihill Pro-AMS U.S. Fund - PAM.UN - Declares Monthly Distribution (Mulvihill-PAM.UN-dist) C3001 - DENVER : Vista Gold Form S-3 Registration Statement Declared Effective; Convertible Debentures Converted Automatically Pursuant to Terms (CO-VGZ-S-3-registratn) C3002 - TORONTO : Mulvihill Pro-AMS RSP Fund - PR.UN - Declares Monthly Distribution (Mulvihill-Pro-AMS-RSP) C3003 - TORONTO : Mulvihill Premium 60 Plus - SIX.UN - (Sixty Plus Income Trust) Declares Quarterly Distribution (Mulvihill-60-distrib.) C3006 - TORONTO : Mulvihill Premium Canadian - FPI.UN - (First Premium Income Trust) Declares Quarterly Distribution

(Mulvihill-FPI.UN-dist) C3015 - TORONTO : Mulvihill Pro-AMS 100 Plus (US\$)  
 - PRU.U - Declares Monthly Distribution (Mulvihill-PRU.U-distr) C3018 -  
 TORONTO : Mulvihill Premium U.S. (First Premium U.S. Income Trust) - FPU.UN  
 - Declares Quarterly Distribution (Mulvihill-Premium-US) C3019 - TORONTO :  
 Mulvihill Pro-AMS 100 Plus (CDN\$) - PRC.UN - Declares Monthly Distribution  
 (Mulvihill-PRC.UN-dist) C3022 - TORONTO : Mulvihill Premium Global Plus -  
 GIP.UN - (Global Plus Income Trust) Declares Quarterly Distribution  
 (Mulvihill-GIP.UN-dist) C3024 - TORONTO : Mulvihill Pro-AMS RSP Split Share  
 Corp. - SPL.A, SPL.B - Declares Monthly Distribution  
 (Mulvihill-SPL.A.SPL.B) C3028 - KING CITY, ON : Tri-White Offer for  
 ClubLink Underwhelming (ClubLink-TriWhite-bid) C3037 - CALGARY : Plan of  
 Arrangement - Estimate of Value of Components (Storm-Energy-Plan) C3047 -  
 VANCOUVER : Canadian Space Agency and MDA Sign Contract to Define Mission  
 to Mars (MDA-Cdn-Space-Agency) C3048 - CALGARY : Focus Energy Trust/FET  
 Resources Ltd. - Plan of Arrangement - Estimate of Value of Components  
 (Focus-Plan-Arrangemnt) C3050 - SAINT JOHN, New Brunswick, Canada :  
 iMagicTV to Host Second Quarter Conference Call on Internet  
 (Canada-iMagicTV-call) C3051 - CALGARY : Michael E. Heier Acquires  
 Securities Of Trinidad Drilling Ltd. (Trinidad-securities) C3052 - CALGARY  
 : Pelorus & Honeywell Sign Preferred Supplier Agreement For Differential  
 GPS Landing System (Pelorus-Honeywell) C3071 - CALGARY : Pengrowth Energy  
 Trust Announces Cash Distribution For October 15, 2002  
 (Pengrowth-distributio) C3072 - DALLAS : Toreador Affiliate Spuds First  
 Exploration Well in Trinidad; Company Provides Operational Update for 2002  
 (TX-Toreador-Trinidad) C3076 - VANCOUVER : Pacific Enters into Agreements  
 on Copper / Silver Prospects In Yunnan and Guizhou Provinces, China  
 (PMZ-China-agreements) Sports# C2802 - EDMONTON : PharmAssist Confirmed as  
 Title Sponsor of Grand Slam of Curling (curling-tour-sponsors) C3038 -  
 STETTTLER, AB : Sport Select game information - Pro-Line and Over/Under  
 (WCLC-Pro-Line-Over) C3039 - STETTTLER, AB : Sport Select game information -  
 Point Spread (WCLC- Point-Spread) C3041 - TORONTO : Blue Jays move to the  
 Eastern League (BlueJays-East- League) Entertainment# C2813 - HALIFAX :  
 Author Evelyn Lau Joins Host Mary Walsh On Mary Walsh: Open Book  
 (EvelynLau-on-OpenBook) C2910 - MADRID, Spain : Antonio Nunez, a.k.a. 'El  
 Chocolate,' wins Latin Grammy for Best Flamenco Album with 'Mis 70 Anos con  
 el Cante' (Latin-Grammy- winner) C2937 - MONTREAL : The National Film Board  
 of Canada at the 'Festival international du film de Marrakech'  
 (a-NFB-Marrakech-fest) C2964 - TORONTO : THE SOPRANOS Season 4 in Canada  
 hits an all-time record high on The Movie Network (Sopranos-viewership)  
 C6446 - HELSINKI, Finland : James Bond Selects Finlandia(R) Vodka - Super-  
 Premium Vodka Celebrates 30th Anniversary With Bond's 40th Anniversary (KY-  
 Finlandia-Vodka) Travel# C2839 - CALGARY : Canada's Low Fare High Value  
 Airline Ready To ZIP! (ZIP- Air-ready-to-fly)

VIEW ADDITIONAL COMPANY-SPECIFIC INFORMATION: <http://www.newswire.ca/cgi-bin/inquiry.cgi?OKEY=15710> /For further information: or repeats, Editors  
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2/3,AB/106 (Item 2 from file: 20)  
 DIALOG(R)File 20:Dialog Global Reporter  
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23987667

Cyberes PLC - Proposed Placing & Open Offer  
 Cyberes plc ("Cyberes" or the "Company")  
 NEW RNS

July 19, 2002

JOURNAL CODE: WRNS LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 3724

PROPOSED PLACING AND OPEN OFFER  
 Introduction

2/3,AB/107 (Item 3 from file: 20)  
 DIALOG(R)File 20:Dialog Global Reporter  
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16707579



**Executive Travel In Asia This Week**

PR NEWSWIRE

May 16, 2001

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1112

SYDNEY, Australia, May 16 /PRNewswire/ -- The following weekly **Summary** of news for business travellers in Asia and the Pacific was prepared by Asia Pulse (<http://www.asiapulse.com>) the real-time, Asia-based wire With exclusive news, market intelligence and business opportunities: Compiled by SHELLEY DEMPSEY CENTURY HOTELS OFFER DISCOUNTS UP TO 75 PCT

HONG KONG - Century International Hotels has announced healthy discounts for the Asian summertime of up to 75 per cent off published rates. The Simply Great Rates promotion is valid until September 15 this year at all 19 Century hotels and resorts in seven Asian countries. There are no minimum stay **restrictions** or conditions. Rates start from HK\$420 (\$US53) in Hong Kong, US\$49 in China, US\$25 in Indonesia, US\$41 in Malaysia, US\$42 in the Philippines, US\$80 in Singapore and US\$45 in Vietnam. Guests can also earn up to Quadruple Asia Miles at selected Century properties in Hong Kong and Double Asia Miles at all other hotels. A free room upgrade is guaranteed upon reservation if they pay for the packages with an American Express Card. <http://www.centuryhotels.com>. REGAL HOTELS CUT ROOM RATES BY UP TO 58PCT

2/3,AB/108 (Item 4 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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16700030

**BUSINESS CLASS - EXECUTIVE TRAVEL IN ASIA TODAY**

ASIA PULSE

May 16, 2001

JOURNAL CODE: WAPL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1116

Business Class for May 16, 2001. A weekly **summary** of news for business travellers in Asia and the Pacific, prepared by Asia Pulse (<http://www.asiapulse.com>), the real-time, Asia-based wire with exclusive news, market intelligence and business opportunities.

Compiled by Shelley Dempsey

2/3,AB/109 (Item 5 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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14304742

**Independent Examination Confirms Travelocity Flight Displays Are Unbiased**

PR NEWSWIRE

December 18, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 470

Ernst & Young's Independent Examination Confirms Flights Are Published According to Unbiased Search and **Display** Procedures

FORT WORTH, Texas, Dec. 18 /PRNewswire/ -- Travelocity (Nasdaq: TVLY), the leading travel Web site, today released the findings of an independent examination regarding the company's claims that its flight search engine and procedures are unbiased and neutral. Travelocity has long asserted that it does not bias or re-order flight or **fare displays** based on carrier identity. The report of the independent auditors concluded that Travelocity's assertion is "fairly stated in all material respects."

?type s2/3,9/61

2/9/61 (Item 16 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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03364757 Supplier Number: 44665088 (THIS IS THE FULLTEXT)  
**SOUTHWEST CHALLENGES CRS VENDORS BY LAUNCHING ITS OWN TICKETING SYSTEM**  
Travel Agent, v0, n0, p1  
May 9, 1994  
ISSN: 1053-9360  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1005

TEXT:

BY ROLAND LEISER

WASHINGTON - Dorothy Velasquez, an agent with Homewood Travel Service in Chicago, last week issued her first manually prepared **airline** ticket in years - a Southwest Airlines flight for a bargain-hunting senior citizen who had made his own reservation. The scenario is likely to be repeated in agencies across the nation following Southwest's decision to set up its own ticketing system in selected agencies. Southwest acted after major CRS vendors announced plans to tighten **restrictions** on nonparticipating carriers, including Southwest.

The combative name given by Southwest for its ticketing system - SWAT (Southwest Airlines Travel) - is appropriate because the carrier's end run around the CRS vendors marked the opening round in what will no doubt be an extended battle. The effects of Southwest's decision will be felt by retailers of all sizes, airlines, CRS vendors and the public.

As the week's events unfolded:

Apollo Travel Services (Galileo International's marketing arm) removed Southwest and other nonparticipating carriers from availability and **fare** screens. Agents can still call up schedules, timetables and fares on a 'carrier-specific basis,' but they cannot drive tickets off the CRS.

System One, probably the first CRS to question refusal by Southwest and others to pay segment booking fees as a full CRS participant, dropped departure and arrival times and connecting flight data of nonparticipating carriers. The vendor was scheduled May 9 to ban ticket-generating capability and later will remove them from its Quick Quote **display** (a **summary** of low-to-high fares between cities).

Worldspan will drop nonparticipating carriers from availability screens on June 1 and from primary **displays** on Aug. 1; ticketing capability will remain at this time.

Southwest said it will provide high volume Apollo retailers with an automated option or a dial-up option with overnight deliveries and extend it later to System One retailers. Retailers selling 15 or more tickets daily (equal to \$500,000 a year) will receive the SWAT package and dedicated toll-free phone lines, all linked to the **airline**'s internal res system; retailers booking six or more tickets a day will call a toll-free number to obtain Federal Express delivery.

Despite attempts to keep a dialogue going, ASTA President Earlene Causey (a Worldspan subscriber) says Southwest's approach is 'absolutely unacceptable, totally unworkable and impractical.' Paul Ruden, ASTA vice president legal and industry affairs, says there is 'no quick solution' to the dispute, but he believes it will be resolved in the marketplace without government intervention.

DARK AGES RETURN

Southwest notes the SWAT package - PC, modem and printer - won't be operating until this week. But Apollo retailers shut out of the **airline**'s test are grumbling about having to write tickets by hand - a throwback to the Dark Ages of the pre-computer era. Apollo President Paul Blackney accuses Southwest of 'placing an unnecessary burden on travel agencies that work hard to sell their product.'

ASTA is seeking clarification that ARC could handle additional orders for manual stock. ARC President David Collins emphasizes there is plenty available, but he has observed a 'nominal pick-up' in requests as a result of the Southwest situation.

ASTA Executive Vice President Dick Knodt forecasts a backlash from mega-retailers 'that may not want to sell Southwest anymore.' But Southwest is confident it will not lose business from the change, 'as long as customers still want the best values,' says a spokesman.

ASTA says the action by three CRSs to reduce the amount of information of nonparticipating carriers on their screens has 'set back the clock ... by destroying the efficiencies' of automation. Southwest is equally adamant that it will never be a participating **airline** in the CRSs (an exception

being its fee-paying participation in SABRE's SAAS). 'Any further participation is a step backward,' the spokesman says.

Southwest last week took out full-page ads in national newspapers explaining its position. It criticized vendors that restricted the carrier's access in res systems and retailers that refuse to book the **airline**. If all else fails, Southwest says, consumers can call the **airline** direct on a toll-free number for tickets by mail or purchase them at Southwest ticket counters.

ASTA tried unsuccessfully to avert the impasse by asking CRS vendors to delay their actions against nonparticipating carriers, and urging Southwest to address its niche and marketing problems through CRSs.

#### TOO COSTLY

Southwest says it can't afford to become a full participant in the res systems. The carrier says it would cost some \$120 million a year to participate in the major systems and that it's 'millions upon millions of dollars' cheaper for Southwest to inaugurate its SWAT plan than to pay segment booking fees. System One, however, disputes that assessment. Assuming that 60 percent of Southwest's passengers are booked through travel agencies and based on the lowest level of participation in the four res systems, the vendor contends 'Southwest's calculations are almost \$100 million off target.'

The clash between Southwest and the vendors creates dilemmas for agents. Velasquez, for example, says her agency has no plans not to handle Southwest bookings, but other retailers are considering such action. Regina Durek, owner of Atlantic Travel Bureau in Chicago, says she will continue to handle Southwest because of its **fare** structure. She adds, however, that if a competitor that was a full CRS participant matched Southwest's rates, she would give preference to it.

#### Chronology

August 1993 - System One questions why carriers such as Southwest won't become full participants.

March 1994 - Galileo International announces it will reduce data on nonparticipating carriers in Apollo and remove ticketing capability.

March 1994 - ASTA conducts a CRS forum that features a discussion about nonparticipating carriers.

April 1994 - Southwest gets unfavorable attention in the press after it pulls the plates of two travel agencies for allegedly criticizing the **airline**.

April 1994 - ASTA meets with Southwest in an unsuccessful attempt to persuade the carrier to become a full participant in the CRSs.

May 1994 - Apollo, System One and Worldspan act to suppress data on Southwest and other nonparticipating carriers in **screen displays**.

May 1994 - Southwest announces plans to introduce alternative booking and ticketing systems for selected volume Apollo retailers.

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1160 S1  
1382009 DISPLAY  
7 DIAPLAYS  
1187524 RULE  
1732203 RULES  
136511 RESTRICTION

611214 RESTRICTIONS

315 (DISPLAY OR DIAPLAYS) (W) (((RULE OR RULES) OR RESTRICTION)  
OR RESTRICTIONS)

S3 11 S1 AND (DISPLAY OR DIAPLAYS) (W) (RULE OR RULES OR  
RESTRICTION OR RESTRICTIONS)

?type s3/3,ab/all

>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

3/3,AB/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01907326 05-58318

**Airlines alliances: Consumer and policy issues**

Gudmundsson, Sveinn Vidar

European Business Journal v11n3 PP: 139-145 1999 ISSN: 0955-808X

JRNL CODE: EUB

WORD COUNT: 3233

**ABSTRACT:** **Airline** alliances have become a polemical issue in air transport - important, on one hand, for the airlines as means to circumvent peculiarities in international air transport regulation, but on the other hand, raising difficult questions for policy-makers in regard to consumer and competition issues. Although the alliance has become a strategic necessity, it suffers from an inherent instability in sustaining a common ground for 2 or more independent airlines as well as gradual reduction in alliance benefits due to competition-enhancing law and regulation.

3/3,AB/2 (Item 1 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

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01154005

**Worldspan Accepts Fares Filed Via ATPCO Service**

Aviation Daily February 13, 2001; Pg 6; Vol. 343, No. 30

Journal Code: AD ISSN: 0193-4597

Word Count: 141 \*Full text available in Formats 5, 7 and 9\*

3/3,AB/3 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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09836586 Supplier Number: 87080861

**Orbitz web fare offer: Golden Goose or Trojan Horse for agents? (In the News). (Brief Article)**

Holly, Tricia A.; Michels, Jennifer

Travel Agent, v308, n6, p12(2)

May 27, 2002

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal; Trade

Word Count: 1102

3/3,AB/4 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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09389954 Supplier Number: 82272767

**Fair web fares: Online travel sites squabble over fare displays as the DOT tries to referee. (Technology). (Department of Transportation's review of onlin travel sites) (Government Activity) (Internet/Web/Online Service Information)**

Michels, Jennifer

Travel Agent, v306, n11, p26(2)

Jan 14, 2002

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1212

3/3,AB/5 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02514215 Supplier Number: 43325233  
**DOT Squeezes CRS Vendors: New Rules Boost Flexibility For Users**  
Business Travel News, p1  
Sept 28, 1992  
Language: English Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 1886

3/3,AB/6 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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01328712 Supplier Number: 41564926  
**Worldspan Seeks Int'l Display Change On PARS**  
Business Travel News, p19  
Sept 24, 1990  
Language: English Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 593

3/3,AB/7 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

03674464 SUPPLIER NUMBER: 06542696 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Will CRS revolutionize international air travel? (computer reservations systems)**  
Feldman, Joan M.  
Air Transport World, v25, n8, p39(5)  
Aug, 1988  
ISSN: 0002-2543 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 4451 LINE COUNT: 00350

3/3,AB/8 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

03521785 SUPPLIER NUMBER: 06387802 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**U.S. could be forced to change negotiating stance. (away from bilateral approach in international aviation affairs)**  
Feldman, Joan M.  
Air Transport World, v25, n5, p19(7)  
May, 1988  
ISSN: 0002-2543 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 4162 LINE COUNT: 00325

3/3,AB/9 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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02322606 SUPPLIER NUMBER: 03592512 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Federal res rules unfairly hinder airlines; American Airlines' Crandall contends. (Robert Crandall) (part 2)**  
Crandall, Robert L.  
Travel Weekly, v44, p10(2)  
Jan 3, 1985

\*ISSN: 0041-2082      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 1440      LINE COUNT: 00108

3/3,AB/10      (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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02175020      SUPPLIER NUMBER: 03494484      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Industry will pay a price for unbiased res systems.**  
Godwin, Nadine  
Travel Weekly, v43, p31(2)  
Oct 31, 1984  
ISSN: 0041-2082      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 1314      LINE COUNT: 00100

3/3,AB/11      (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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02046852      SUPPLIER NUMBER: 03237768      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Delta Air Lines expresses overall satisfaction with Civil Aeronautics  
Board's proposed Computer Reservation System regulations.**  
PR Newswire, NYPR203  
April 26, 1984  
LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 911      LINE COUNT: 00075  
?type s3/3,9/7

3/9/7      (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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03674464      SUPPLIER NUMBER: 06542696      (THIS IS THE FULL TEXT)  
**Will CRS revolutionize international air travel? (computer reservations  
systems)**  
Feldman, Joan M.  
Air Transport World, v25, n8, p39(5)  
Aug, 1988  
ISSN: 0002-2543      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 4451      LINE COUNT: 00350

TEXT:

Will CRS revolutionize international air travel?

Inevitably computer reservations systems (CRS) will change international travel, perhaps in a way unrivalled since jets were introduced. How quickly the changes occur and whether CRS achieves its potential depends on the degree of government and trade interference.

Industry thinkers and marketers paint a future for travel that is as different from today as 1988 is from 1976, when American Airlines and United Airlines started serious development of CRS. A taste of that future was offered at a CRS seminar in Geneva sponsored jointly by the International Chamber of Commerce, the International Foundation of Airline Passengers Associations and Interavia.

As might be expected at an international CRS gathering, the partnerships now forming (see table) dominated the discussion. The industry expects great things from these partnerships. They are grandly called "global alliances." When the phrase became modish, the initial implication was that the airline investors in these partnerships also would get together, to the permanent detriment of outsiders.

Soon though, people began to recall their military and political history. Both types teach that alliances are anything but permanent. As we shall see later, the notion of partner loyalty has already been tested in a linkup where the checks are not even in the mail.

Still, these systems will modernize worldwide travel. They will do more than allow travel agents to connect directly to suppliers of services--air, rail, hotels and resorts, car--around the world. They will, on demand, display pictures on a screen of hotels in Hong Kong and

ascertain ski lift charges in Zermatt. They will provide economic data and contacts for business travellers to Beijing. They will have handy financial services data, for example, on where to obtain 24-hour check cashing in Nairobi. No matter where in the world passengers are, their itineraries will be available and amendable via computer from a travel office, a company office or even a laptop unit.

These worldwide partnerships will permit CRS users (agents, companies or individuals) to put together travel packages hitherto impossible due to lack of real-time information and communication links. Authorized users will have last-seat access to individual airlines around the world. They will be able to connect travel modes, for example, a flight to Kuala Lumpur with a surface link to the highlands of Malaysia; to find a hotel that is advertising last-minute low rates on the CRS data bank and mate it with an airline that also has a seat to and from that destination on the appropriate dates. This sort of instantaneous, worldwide flexibility will permit customization of travel that will expand the leisure market in a way heretofore considered too costly to encourage full-scale marketing.

Some feel this sort of flexibility must occur if the international travel industry is to attract consumers' disposable income. Edward Gehrlein, executive VP of SystemOne, calls consumers "time-poor." To save time, they will shop on their PCs for furniture, groceries or vacations. Travel marketers will have to be smart to win the battle for computer screen attention. But the potential is there, and is the force behind increasing attention to international leisure marketing.

#### Non-U.S. agents catching up

For now, U.S. travel agents are ahead of their counterparts abroad in the tools that will open up this new world. U.S. CRSs give U.S. agents access to constantly expanding world information and let them perform various tasks simultaneously on their intelligent workstations. Non-U.S. agents, through CRS partnerships, are obtaining derivative versions of these U.S. programs. All agents will receive even more tools as world vendor competition increases.

But there is much to be done. Automated agents are still in the minority. In England, for example, only 1,300 out of 6,500 travel agents are hooked up to CRSs, compared with 95% in the U.S. Non-U.S. systems that are automated, such as the British Airways Travicom, lag their U.S. competitors.

Other potential lies in the transaction base. Half of European air travel is non-scheduled and 90-95% of charters are sold in groups. CRS agents could package group travellers individually. That could open up possibilities for airlines as well. When a single packager dominates a country's business, as Thomson does in the U.K. with perhaps a third of the business, it can dictate terms to carriers. Carriers lock up space early to obtain guaranteed business. That does not mean their yield is as high as it could be. Hotels catering to packagers are in the same boat. Both might like to boost yields by catering more to individual travel.

Then there is Asia, where airlines are looking for the most world travel growth (perhaps 40% of world traffic by the year 2000). Travel agent links to the International Air Transport Association (IATA) and national carriers are less numerous than in Europe. For example, in Singapore only 50 out of 384 agents are IATA-approved; in Australia, 1,097 out of 3,000; in Indonesia, 60 out of 260; Hong Kong, 340 agents out of 2,300 are either sanctioned by IATA or the Orient Airlines Association. Outsiders, as well as CRS ventures within the area, want to exploit the potential.

#### Role of agent changing

But as the business becomes more automated, it also is changing relationships with agents. At the same time as vendors are modernizing international travel services, they also are changing the system of distribution as practiced in the U.S. for the past decade. The link between airline ticket sales and distribution via travel agent-linked CRS is changing.

Gehrlein, known by peers as "the father of Pars," told the Geneva seminar, "Travel agents will remain an important distribution tool but their important role will change from processing transactions to providing, managing and analyzing travel information." Note Gehrlein used the word "an," not the phrase "the most," to measure the agent's importance.

Even the need for agent analysis of information will be reduced through automation. Expert systems and artificial intelligence (see related story) already incorporate client travel policies in fare and

flight decisions. Gehrlein points out that "corporate clients (can) book directly from the inventories of airlines, hotel chains and rental car agencies through SystemOne's Direct Access capability."

In taking of the future, marketers say that, to maximize aircraft utilization around the world and expand travel, international CRSs must have complete access to one another's information; that they must provide one another with the same product information they provide themselves; that they must be able to book seats at all fares as easily on airlines outside their organization as within it. Specific marketing programs, not gimmicks related to **airline** -vendor ties, will decide who gets the bookings. Competition, the need to make money and governments looking over their shoulders will demand this inevitable approach, goes the theory.

There is a long way to go between here and there, however. A near-panic in CRS link-ups has occurred to nail down market access outside home base. International airlines cannot buy each other outright in order to gain market access (ATW, 11/87) and probably never will be able to. So they are doing the next best thing--buying one another's CRS systems, which gives airlines some market access.

Actual cross-investment in one another's systems--Covia in Galileo, the Galileo carriers in Covia, Abacus and Amadeus in one another--is one manifestation of this trend. Equity lets vendors keep an eye on one another. It will permit **airline** CRS owners to balance through transaction revenue some of their own fee payments. Software hook-ups--Pars to Abacus, SystemOne to Amadeus, Covia to Galileo--are providing access for U.S. vendors who were prevented from marketing freely abroad by national airlines. If the Amadeus/SystemOne-Abacus/Pars link is a guide, the CRS partnerships now forming will torpedo the notion that global alliances will represent proprietary ventures closed to outsiders.

There are more markets still to be signed up. As of late June, Canada's Gemini was agonizing over how an investment should be structured, through its **airline** owners or the CRS company. Sabre has a significant amount of Canadian business, and at one time might have made sense for Gemini. But Sabre's complaint to the Canadian government about creation of Gemini soured relations between the parties.

Every vendor wants access to Asia. The Asians have established two ventures, but there is talk of one eventually. The three- **airline** Abacus organization has selected Pars. If the Fantasia group chooses other software, say Sabre, which is pushing hard, it could form another powerful link-up. Japan Air Lines and its preference to remain independent was a major stumbling block.

Latin America, as ever, is considered a good market--for the future. SystemOne, which is "represented" by Amadeus in most parts of the world, does its own marketing in Latin America. It already has 200 terminals there.

Aside from those markets, Third World countries know they must connect to CRS if they are to participate in the modern air travel business. But they have no money to set up their own system. The cooperative spirit to market themselves is coming slowly. Sita, the worldwide communications company, is trying to establish a role for itself in CRS that does not conflict with its many **airline** owners. In addition to the Sahara and Gabriel hotel and **airline** reservations services, that role could involve the Third World, as the communications and CRS information links.

In this transition period to international CRS nirvana, there is not only a panic to sign up partners but several business strategies in evidence. One variation is a neutral, information processing system designed to make a profit from transaction volume. Owners will earn their profit from maximizing volume, not biased sales. A second strategy continues the CRS as simply the electronic distribution tool for national airlines. A third strategy swings between both of the above.

Future in transaction volume

Having been denied in its initial attempt to go it alone on CRS, United changed strategy. It struck a cooperative deal in Europe. Out of that came Galileo, in which United's Covia had the largest share, 25%. British Airways' share was 23%, KLM's 12% and Swissair and Alitalia each had 11%. Later **airline** partners held the rest. (The shares may change when the partners are finalized.)

The Galileo-Covia deal started the link-up movement. Galileo says its future lies in transaction volume, not in protecting national **airline**



market shares. For partners such as KLM and Swissair, with little home traffic to tap, such an approach is understandable. The same goes for United, which currently has no European routes other than through code-sharing with BA.

British Airways does have a big home market that has been protected through Travicom. But BA, which went public in 1987, says it sees the light of profit shining from transactions through a neutral system. Anyway, Galileo airlines will still represent the distribution company in their home markets. Former travel agent ties to national airlines will die hard, if at all. BA will not forget its franchisees.

Galileo's revenue structure encourages transaction volume. A majority of the CRS revenue goes through headquarters at Swindon, England, and there is a sliding scale of revenue incentives to encourage Swindon volume. Galileo also suggests that it will market its services to agents in Amadeus countries. An official estimates that 5% of Galileo revenue may come from European countries outside Galileo's home base by 1991-92.

Out of an estimated 140-150 million annual transactions a year in Europe, Galileo says it needs 65 million by 1991-92 to make money. Despite the larger Amadeus European traffic base, Galileo says that, "the way the market is going, we will exceed (the breakeven level) easily."

Amadeus' business strategy is reflected in its structure. The holding company, in Madrid, is owned only by the four **airline** founders, Air France, Iberia, Lufthansa and SAS. Under it are three subsidiaries--for operations (Munich), development (Nice) and marketing (Madrid). To even things out, the president of Amadeus is from Scandinavia, the fourth partner country. The holding company owns 51% of the marketing company, and subsequent partners own the remaining 49%, in proportion to their relative booking strength.

The Amadeus strategy, for now, clearly is aimed at allowing founders "to remain in control of their own home markets," particularly Lufthansa's and Air France's. Five percent of transaction revenue returns to Amadeus to pay off the \$300 million initial investment and service fees to the core companies. As for the rest, "We will leave the profit where it is generated, in the market," says Bernard Anquez, top marketer at Amadeus. A structure so oriented toward the national airlines' stake in the national marketing companies also would tend to favor those companies, rather than outsiders, and a more localized service. Still, Anquez insists, Amadeus will "distribute Amadeus products, not specific **airline** products."

Despite lack of U.S. competition, the European systems' rivalry already has produced some benefits for European subscribers. Amadeus, when first launched, said it would not be up and running until 1989. Galileo, because of its Apollo software head start, initially promised an earlier start-up. Amadeus, meanwhile, ran into horrendous software programming problems. There has been almost a fivefold increase (to 500 man-years) in the time required to provide the sophisticated, complete access system it is promising. (When it is completed, SystemOne's capabilities also will increase tremendously from the added investment by the Amadeus carriers.)

For now, both vendors promise a "phase-in" of services, with the initial stages this fall. As U.S. CRS subscribers already know, "phase-ins" are a handy way of protecting a market when the product is not available.

Whether talking to Abacus or Fantasia airlines, the strategy sounds defensive, much like that of Amadeus. Qantas' Peter Stainley, deputy chief executive (commercial), uses terms associated with going to war, rather than profit maximization. He sees the need for a single system "to balance the threat from foreign mega-CRSs." This, of course, despite the fact that Qantas' Fantasia partnership could come to terms with Sabre. Asia is so important it may be where American decides to cooperate, rather than remain independent.

When it comes to strategy, American seems to have its strategic feet planted in both the previously mentioned camps. The company was the first to recognize the margins from value-added computer services within and outside the **airline** business, encouraging others to follow suit. AMR, American's parent, continues to invest in electronic information services, for example the Confirm hotel booking program, that are unrelated to the **airline**'s routes.

On the other hand, American continues to link the **airline** with Sabre, not just CRS, but Sabre. AMR Chairman Robert Crandall, in answer to a question, once told a Wall Street group that if given a choice of selling the **airline** or Sabre, he would have to think hard about it but in the end

would keep both, because they enhance one another.

Michael Buckman, formerly president of Sabre and now back at American as VP-sales and advertising, says the same thing in another way. "Travel agents get their overrides from airlines," he says. The driving force behind a CRS agent's incentives to sell comes from **airline** ticket sales and, as of now, a particular vendor- **airline** 's tickets.

#### Sabre strength

The tie between powerful, aggressive American and Sabre scares the hell out of competitors. Sabre's (and Apollo's) history in the U.S. meant there was little chance it could prove itself to be a benevolent CRS supplier to **airline** competitors. United solved that through the Covia-Galileo hook-up. American, so far, has not sold equity in Sabre to anyone. It has offered equity, however, despite public comments to the contrary. And it sought equity in Amadeus, in exchange for sharing its industry-leading technology, something Lufthansa, particularly, would not give.

American is believed to have had second thoughts on its independent but unsuccessful stance toward the Europeans. Says an observer, "If American had to do it over again, it would do things differently." But when you lead the industry, when your CRS is valued at \$1.5 billion and when you don't have Wall Street breathing down your neck as United did, you sometimes make decisions that don't accrue to your long-term benefit.

The CRS links produce the question of why so many CRSs are needed if they will eventually talk to each other in complete harmony. Vendors, however, insist that there will be competition. Rather than trading in proprietary information, competition will lie in the kinds of enhancements available, the ease of use, how information is displayed technically and in the kinds of distribution outlets.

Competition also could come from firms with resources far exceeding those of the **airline** -CRS industry. Companies such as Citicorp, IBM, Electronic Data Systems, American Express, Thomas Cook-Wagons Lits, Unisys and others have been itching to tap **airline** business volume. American Express tried to form an industry CRS system, with the cooperation of airlines, in 1979-80. The effort failed due to government suspicions of joint industry activity.

To pull off something similar today, whether it is American Express or any other outsider, will not be easy. The airlines feel they must retain control over **fare** and seat availability, whether the outsider is American Express or a local consolidator in Australia. They provide total access to one another but not non- **airline** organizations. Whether they will be willing to extend this access to a third party depends on the evolution of **airline** competition for seat sales. An **airline** that today insists it won't be captive of a wholesaler may change its mind if the right deal comes along. On the other hand, the rapid evolution and sophistication of revenue management systems allows airlines to be their own wholesalers. Fine-tuning of seats and fares lets them avoid the middle man, achieve higher yield and make decisions closer to departure.

As noted earlier, international CRS link-ups are a competitive replacement for international **airline** mergers. Because of that, CRS has hit the top of the charts in negotiating popularity (ATW, 4/87 & 4/88), as often at the behest of the airlines as on government initiative. The field is getting crowded.

In June, the European Civil Aviation Conference (ECAC) issued a so-called Code of Conduct for CRS. The European Commission is formulating anti-trust **rules** for CRS within the European Community. The U.S. Department of Transportation (DOT), while declining to regulate CRS anymore within the U.S., has become heavily involved in the international CRS business. This is despite DOT's insistence that CRS is a business and should be left to the marketplace. The U.K. has been caught up in contradictory positions, too, something the British usually delight in pointing to as a U.S. weakness.

#### CRS control

Government participation is so great that one cannot help but feel that **airline** route regulation and IATA's demise as a **fare**-setting institution are quickly being replaced with another form of control, through CRS. Consumers of seats now are on their own in many places in the world to find the best **fare** deals. But agent-linked CRS services are getting increased attention, all out of the best of intentions, to protect "the public interest," whatever that is. As the great New York Yankees

baseball catcher Yogi Berra may have said, "It's deja vu all over again."

Take the new ECAC code. ECAC is trying to make sure that the biased, discriminatory ills of the early CRS years in the U.S. do not pop up in Europe. Hardly an unworthy goal. But the U.S. and its carriers regard the mandating of algorithm priorities ( **display** formulae) as excessive regulation that reduces competition. The code also does not force European airlines to give outside vendors ticketing authority in Europe. What seems to be fair to some looks like protection to others.

Still, predicts SystemOne's Ed Gehrlein, "There won't be a place left in the world for a biased CRS to hide." That's not to say he or other vendors are, underneath the rhetoric about neutrality, happy about it. "A neutral system is not as good as control (of a CRS)." But, he adds, "it's also better than being screwed by somebody."

What adds to the debate over government involvement is whether it can really produce fairness of opportunity. Qantas' Stanley adds a note of reality to the code-of-conduct debate. "There is a clear role for governments," he said at Geneva. "But can codes of conduct cope with every devious trick of travel agents (or airlines, we would add) of the last 30 years?" Stanley reminded the audience that "(CRS) agents are being provided floppy disks" with biased information. What Stanley is really saying is that there are always ways around the system.

American's Buckman wants governments to come up with a consistent set of CRS **rules**. "It may be extremely difficult and expensive in practice, if not technically impossible, for CRS to accommodate both sets of (U.S. and European **display**) **rules** if they materially conflict. The codes themselves, therefore, could operate in a way which impairs CRS competition."

The legal maneuvering over international CRS conflicts has become downright bizarre. Take American's complaint about BA's refusal to permit Sabre to issue its tickets in the U.K. (Sabre did have BCAL ticketing authority). United Airlines, BA's Galileo/Covia/code-sharing partner, originally opposed American's complaint. Remember, the alliance?

On reflection, however, United changed its mind and agreed with American. United suddenly remembered it was having the same sort of ticketing problem with Japan Air Lines and should be filing the same sort of complaint. And, by the way, United added, Apollo cannot print BA tickets in Hong Kong, London and assorted other places in the world. "(The filings and counter-filings) have become a great Zen debate," said one increasingly confused **airline** representative of the whole mess.

The contradiction will continue because CRS is no longer just a facet of **airline** marketing but a rapidly expanding international electronic service, i.e., trade sector, that cuts across numerous industries. For the purposes of negotiation, some say that current international **airline rules** only cover **airline** operations. Others say CRS is an inseparable part of the **airline** business, and therefore included in high-blown air rights language such as "fair and equal opportunity to compete." At times, airlines talk about seeking redress through general trade **rules**; at others, they shudder to think of CRS being traded for, say, access to the orange juice market in Japan.

And, given the cross-border CRS links, if a government must represent a CRS interest, which government should it be? As Pan Am asked in a filing on the sale of almost 40% of Covia to foreigners, "Will the U.S. government view an Apollo (Covia), constituted as proposed, as U.S. fish or foreign fowl?" In the vacuum caused by lack of a solution, parties use whatever their lawyers think might work on a case-by-case basis. That results in contradictory positions.

No more advantages

The long-term is another story. CRS is so important to international travel services that there is talk, albeit low-key, about a whole new international regime to solve the problem. But even if the will to force such a significant action did exist, it would take years, maybe decades, to accomplish. In the meantime, U.S. vendor-airlines want something fast, in England as well as elsewhere, to try to lock in some business on their own before new competitors are actually fully operational. The U.S. hoped that, if a rational arrangement could be made with the U.K., it might serve as a model, like Bermuda I, or as a warning.

The way things are going, however, CRS eventually will be a business that relies primarily on electronic creativity, not civil servants, for its future. The current **airline** investors in CRS are beginning to come to

grips with that. Covia and Galileo, and/or their owner-airlines, have invested in one another. Will it be better for Covia to steer business to itself, where it is half owner, or Galileo, where it has a quarter share? In the short term, the answer may be that it is better for Covia to push its own services: higher percentage, higher return.

"But in the long term," says an official involved with both, "it (and by definition other vendors in the same position) will have to decide based on the prices charged in the marketplace," geographical strengths, etc., what makes the most business sense. The last consideration should be which airline owner benefits most.

In fact, despite multi-billion-dollar investments, CRS services around the world may become, as Stainley and Gehrlein suggested, "a zero-sum game" not only for the airlines but the CRSs themselves. American and United, who created the business, gained a considerable financial advantage for being first. But neither they nor the new vendors expect things to continue in that vein for the carrier-investors. Airlines will market their wares in whatever mechanism works best. That may not be in their own CRS systems or perhaps in any CRS that has been neutered. CRS is rapidly evolving into a tool which will no longer provide easily won advantages. If that is so, what comes next?

Table : Connecting the (CRS) dots

Table : CRS vendors

CAPTIONS: CRS vendors and partners. (table); CRS vendors. (table)

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Aviation Daily February 13, 2001; Pg 6; Vol. 343, No. 30

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SecuRate Air Net via ATPCO, first launched in December, claims to fully automate, process and redistribute negotiated fares filed through ATPCO. "Unlike other negotiated fare products, Worldspan SecuRate Air Net uses complete automated fare rules from ATPCO, enabling travel agents to display rules and price fares immediately," the company said.

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